



**Carmarthenshire County Council  
Residents' Attitude Survey  
Report  
November 2005**

**Prepared For: Carmarthenshire County  
Council**

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## Background & Objectives

Effective consultation and communication, both internally and externally, remain a fundamental part of the Modernising Local Government and Wales Programme for Improvement agendas, and are central to improving the customer-focused culture of the Authority.

Carmarthenshire County Council adopted a consultation strategy in 2003, and much progress has been made in its implementation. Residents' Attitude Surveys have been conducted in 1998, 2000 and 2001. These surveys provide a focus for the Council's business and performance planning, and to monitor changes in customer perceptions and satisfaction.

**mruk** were commissioned by Carmarthenshire County Council to undertake the Residents' Attitude Survey in 2005.

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## Research Methodology

Both the questionnaire and research methodology used for this survey were selected to reflect previous Residents' Attitude Surveys conducted on behalf of Carmarthenshire County Council.

1,000 face-to-face interviews were conducted across the region in September and early October 2005. Interviews took place Monday to Saturday, during the day and in the evening to ensure all demographic groups were included in the survey. Only one respondent per household was eligible to take part in the survey.

Respondents were randomly selected using the 'Random Walk' approach, which involved the following:

- all the wards within each local area were extracted
- within each of the wards, all the Enumeration Districts (EDs) were extracted and stratified by ACORN (this is a geodemographic tool used to identify and understand the UK population, and its demands for products and services. Put simply, this ensures we speak to people from a range of socio-economic groups.)
- EDs were selected proportional to population
- 1 starting address from each ED was selected at random

Interviewers then followed random routes to make contact with adults and interviewed them in accordance with pre-determined quota controls. Quotas, selected by Carmarthenshire County Council, were set on region, age and gender of respondent, and are outlined in Respondent Demographics (Appendix A).

Following completion of fieldwork, a coding frame was devised for the open ended questions.

mruk's data processing and analysis team then organised all data preparation including the application of a range of logic checks on the data to ensure a clean data file.

Weight factors were placed on the final data-file to ensure that the reporting more accurately reflects the profile of the population of Carmarthenshire in terms of Community Network areas, provided by the Council.

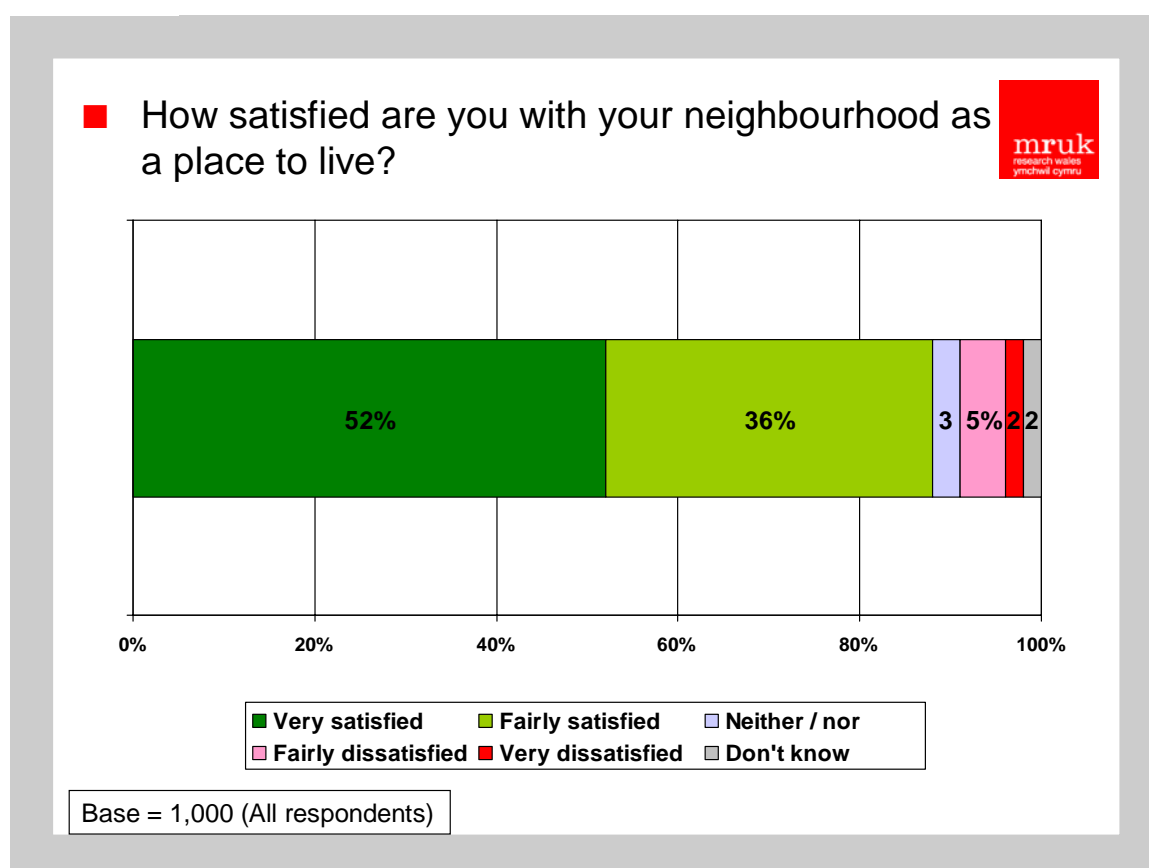
These weight factors do not change the relationships between sub-groups, however, weighting data can result in minor anomalies, particularly where there are small base sizes. For example, weighting factors may increase value from 1 to 1.3 – this will round down to 1, but if applied over 3 sub-groups, will give an overall figure of 3.9 rounded to 4.

## Research Findings

### Services in Your Area

Overall, satisfaction with the neighbourhood as a place to live was high, with 88% of all respondents describing themselves as ‘very’ or ‘fairly’ satisfied, on a par with 2001. (Figure 1)

Figure 1

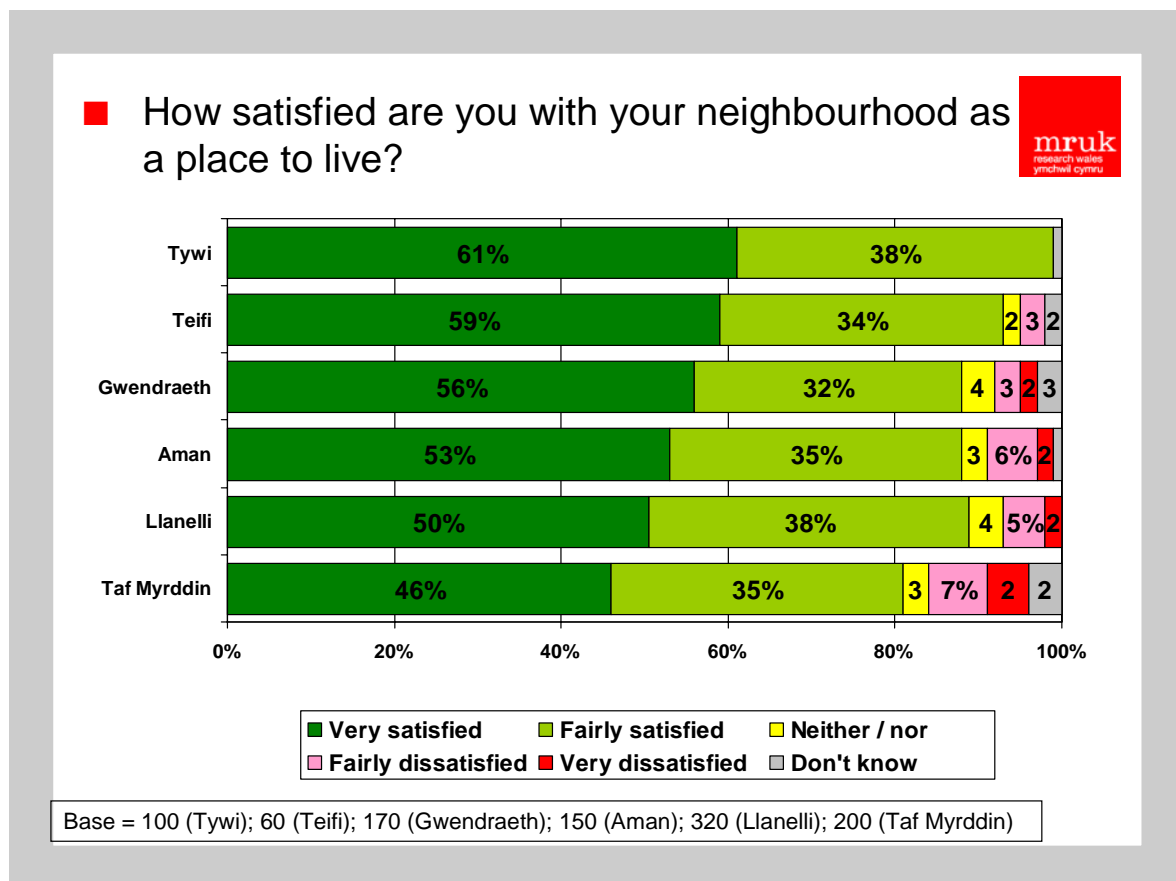


Satisfaction levels tended to be slightly lower amongst respondents aged between 16-34 (84% satisfied compare to 90% amongst those aged 35-54 and 55 or over) again on a par with 2001, and amongst respondents with no access to a car (83% compared to 90% amongst those with access to a car).

Whilst 80% of respondents in each of the 6 regions described themselves as very or fairly satisfied with their neighbourhood as a place to live, there were some regional differences; 99% of residents in Tywi were satisfied, compared to 81% of those in Taf Myrddin. (See Figure 2)

Residents in Tywi, Llanelli and Aman all rated themselves as more satisfied with their neighbourhood as a place to live in 2005 than 2001 (an increase of 5%, 5% and 7% respectively); those in Teifi and Taf Myrddin were less satisfied (a decrease of 1% and 12% respectively).

Figure 2



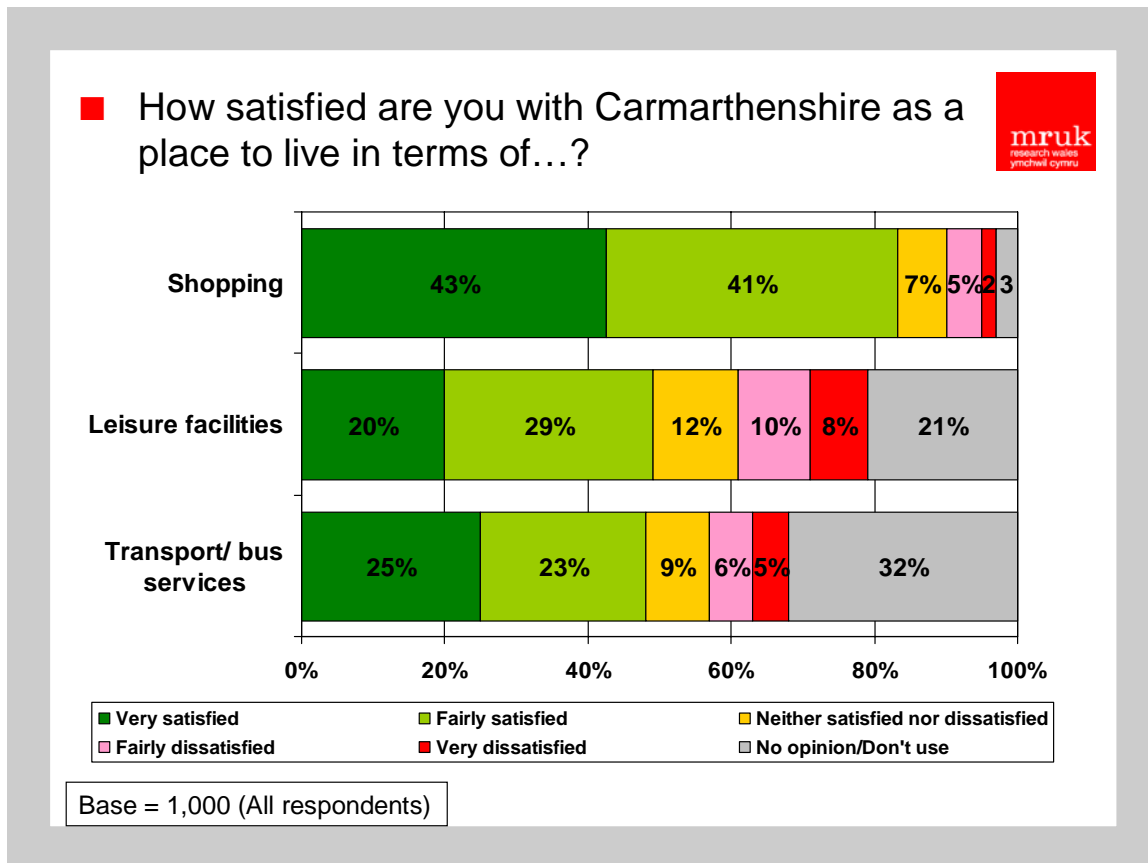
Over 80% of respondents were satisfied with the shopping facilities in Carmarthenshire. Just under half described themselves as 'very' or 'fairly' satisfied with the Leisure Facilities and Transport/Bus Services in the region. (Figure 3)

Approximately a fifth of respondents gave no opinion on Leisure Facilities, and a third gave no opinion on Transport/Bus Services.

Respondents who did not work, and those living in Teifi, tended to be less satisfied with both Leisure Facilities and Transport Services.

Those aged 55 or over were less likely to describe themselves as satisfied with both Leisure Facilities and Transport Services than younger respondents.

Figure 3



Respondents were given a list of local services provided by Carmarthenshire County Council, and asked to rate the importance of each one. Table 1 shows the services ranked in order of importance ('very' and 'fairly' important combined).

Table 1

	Very important	Fairly important	Neither important nor unimportant	Not very important	Not at all important	Don't know
Refuse collection	89%	10%				1%
Road maintenance/ repairs	87%	12%				1%
Street lighting	89%	10%				1%
Street cleaning	83%	16%				1%
Pavement maintenance	84%	14%	1%			1%
Recycling facilities	78%	18%	1%			2%
Primary & secondary schools	83%	13%	2%	1%		1%
Service & facilities for older people	82%	13%	2%	1%		2%
Services for children & families	71%	23%	3%	1%	1%	1%
Services & facilities for ill & disabled people	82%	12%	2%	1%		2%
Parks (including Millennium Coastal Park) & Open Spaces	64%	30%	4%	1%	1%	1%
Playgrounds	70%	23%	4%	1%		2%
Countryside access e.g. country parks, walks & trails	62%	31%	6%			1%
Libraries	65%	27%	5%	1%	1%	1%
Public car parks	66%	26%	5%	2%		2%
School transport	74%	18%	4%	1%	1%	2%
Bus shelters	66%	25%	5%	1%		2%
Bus Service	76%	15%	3%	2%	1%	2%

	Very important	Fairly important	Neither important nor unimportant	Not very important	Not at all important	Don't know
Nursery education	67%	22%	7%	1%	1%	2%
Council housing	72%	17%	5%	1%	2%	3%
Public conveniences	65%	24%	8%	2%		1%
Adult Education/ Community Education centres	58%	30%	8%	2%		2%
Youth projects/ clubs & other facilities for young people	65%	22%	8%	1%		2%
Leisure centres/ swimming pools	59%	29%	8%	2%		2%
Sports activities	58%	28%	9%	2%	1%	2%
Housing repairs	70%	16%	5%	1%	2%	5%
Environmental Health/ Trading Standards	59%	26%	7%			7%
Student grants	60%	24%	11%	1%	1%	3%
Planning services	58%	26%	11%	1%	1%	3%
Consumer Protection	54%	27%	8%	1%		10%
Housing benefit	61%	20%	7%	2%	2%	8%
Theatres, cultural centres, museums, art galleries, etc	47%	33%	12%	5%	1%	2%
Festivals & Events	41%	34%	17%	4%	1%	3%
Key Regeneration Projects	44%	30%	10%	1%	1%	15%

Each of the services listed were thought to be important by approximately three-quarters of those surveyed. Refuse collection, road maintenance/repairs, street lighting and street cleaning were rated as 'very' or 'fairly' important by 99% of respondents.

Respondents living in the Aman region were less likely to rate Services for Children & Families, Services for Ill & Disabled, School Transport, Nursery Education, Public Conveniences, Adult Education/Community Education centres, Youth Projects/Clubs &

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Other Facilities for Young People, Student Grants and Festivals & Events as important compare to those in other regions.

Respondents in Aman and Tywi were less likely to rate Key Regeneration Projects as important. Those in Aman and Taf Myrddin were less likely to rate Environmental Health/Trading Standards as important.

Residents in Aman and Gwendraeth were less likely to rate Leisure Centres/Swimming Pools and Theatres, Cultural Centres, Museums, Art Galleries etc as important.

Respondents living in Gwendraeth were less likely to rate Housing Repairs and Housing Benefit as important.

Older respondents (55+) were less likely to rate Student Grants as important.

Those living in Teifi were more likely than those in other regions to rate Planning Services, Housing Benefit and Festivals & Events as important.

Respondents in Teifi and Tywi, and those in Social Grades ABC1, were more likely to rate Consumer Protection as important.

A similar question was asked for Environmental Services in the 2001 survey, although using a different methodology – booster telephone interviews amongst 500 respondents. Care should be taken when comparing the rating of importance of services between the surveys, and it is worth noting the lists of services assessed in the surveys were not identical. However, the number of respondents rating ‘very important’ has generally increased.

Respondents were given the list of services provided by the Council, and asked which they, or a member of their household use or benefit from. They were then asked how satisfied they were with the quality of each of the services used (Table 2). The services listed have been ranked in order of the number of respondents using each one.

Refuse Collection, Street Lighting, Street Cleaning and Road Maintenance/Repairs (the top four services in terms of importance, above) were also the most used services. Satisfaction with these services was high, with up to 5% of all respondents describing themselves as dissatisfied with Refuse Collection and Street Lighting, rising to 15% and 18% for Street Cleaning and Road Maintenance/Repairs.

Satisfaction levels were lowest for Youth projects/ clubs & other facilities for young people, with just 37% of those using the services describing themselves as ‘very’ or ‘fairly’ satisfied.

Women, and respondents in Llanelli were less likely to describe themselves as satisfied with Street Cleaning and Pavement Maintenance. Those living in Tywi and Llanelli were less satisfied with the Recycling Facilities; respondents in Tywi were less satisfied with Leisure Centres/Swimming Pools; those living in Gwendraeth were less satisfied with

Playgrounds; respondents in Llanelli were less satisfied with Services for Ill & Disabled People.

Younger respondents (aged 16-34) were less likely to be satisfied with Housing Repairs.

Those living in Teifi were more likely to be satisfied with Road Maintenance/Repairs; respondents in Teifi and Taf Myrddin, and men, were more likely to be satisfied with Public Conveniences.

Respondents in Social Grades ABC1 (defined as 'Middle Class', being in managerial, administrative or professional occupations as opposed to manual work or reliance on State Benefits) were more likely to be satisfied with Parks & Open Spaces, Theatres/Cultural Centres/Museums/Art Galleries etc, and Playgrounds. Those age 55 or over were also more likely to be satisfied with Theatres/Cultural Centres etc, together with Services for Ill & Disabled People.

Comparing the rating of satisfaction with Council Services with that of previous surveys (Figures 4 and 5) showed that satisfaction levels were generally up on those of 2001. Just 3 services – Leisure Centres/Swimming Pools, Adult Education/Community Education Centres and School Transport – showed a reduction in satisfaction.

The list of services in Figures 4 and 5 includes only those rated in more than one survey. It is worth noting that satisfaction with Primary and Secondary schools was rated separately in 1998 – 2001, and scores for these are charted as an average of the two.

Table 2

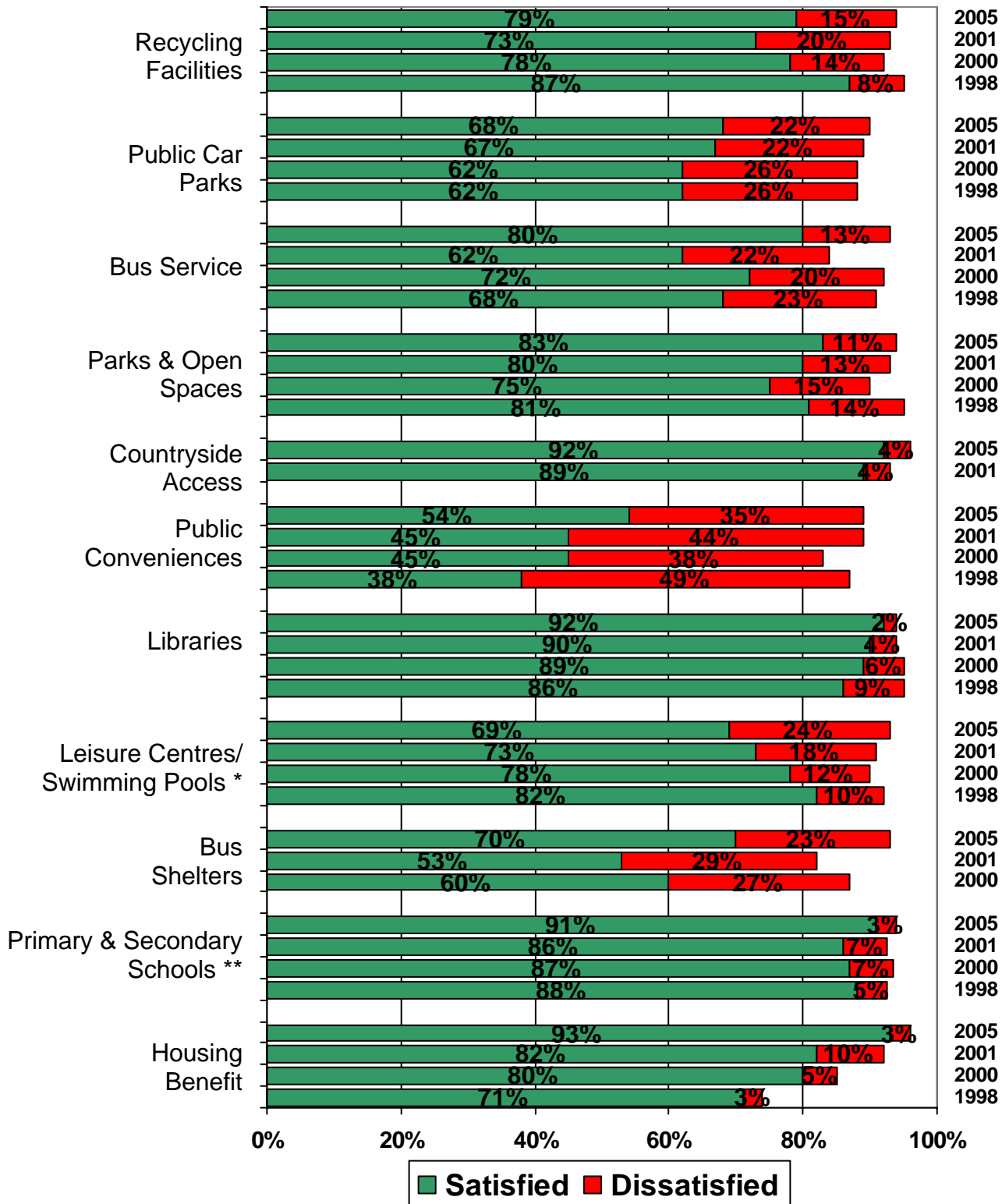
	Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Refuse collection	946	75%	19%	2%	2%	1%	1%
Street lighting	819	60%	32%	3%	2%	3%	
Street cleaning	783	50%	29%	6%	8%	7%	1%
Road maintenance/repairs	696	42%	35%	5%	9%	9%	
Recycling facilities	639	54%	25%	5%	7%	8%	1%
Pavement maintenance	510	26%	36%	9%	18%	11%	1%
Public car parks	493	28%	40%	9%	13%	9%	1%
Bus Service	431	43%	37%	6%	7%	6%	2%

	Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
Parks (including Millennium Coastal Park) & Open Spaces	409	51%	32%	6%	6%	5%	
Countryside access e.g. country parks, walks & trails	380	59%	33%	3%	3%	1%	2%
Public conveniences	375	21%	33%	11%	15%	20%	
Libraries	352	67%	25%	3%	1%	1%	2%
Leisure centres/ swimming pools	339	34%	35%	7%	9%	15%	
Bus shelters	296	33%	37%	6%	11%	12%	1%
Theatres, cultural centres, museums, art galleries, etc	262	26%	43%	9%	13%	9%	
Primary & secondary schools	254	67%	24%	5%	1%	2%	1%
Housing benefit	233	68%	25%	3%	1%	2%	1%
Playgrounds	224	21%	38%	8%	14%	18%	2%
Housing repairs	210	47%	28%	6%	11%	8%	
Festivals & Events	200	38%	46%	8%	5%	3%	
Council housing	197	43%	33%	11%	6%	5%	1%
Sports activities	189	33%	40%	8%	13%	6%	
Youth projects/ clubs & other facilities for young people	151	12%	25%	16%	22%	25%	
Services & facilities for ill & disabled people	99	47%	28%	6%	10%	9%	1%
Services for children & families	82	39%	34%	10%	7%	8%	1%
Adult Education/ Community Education centres	78	47%	37%	7%	4%	4%	2%
Key Regeneration Projects	76	34%	34%	10%	5%	5%	13%

	Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
School transport	75	48%	29%	5%	7%	5%	6%
Service & facilities for older people	69	50%	28%	5%	5%	10%	2%
Nursery education	57	63%	24%	10%	3%		
Environmental Health/ Trading Standards	54	28%	49%	2%	7%	11%	2%
Planning services	47	32%	25%	8%	6%	26%	2%
Consumer Protection	35	29%	46%	11%	10%	4%	
Student grants	33	40%	36%	12%	4%	9%	

Figure 4

## Satisfaction with Council Services



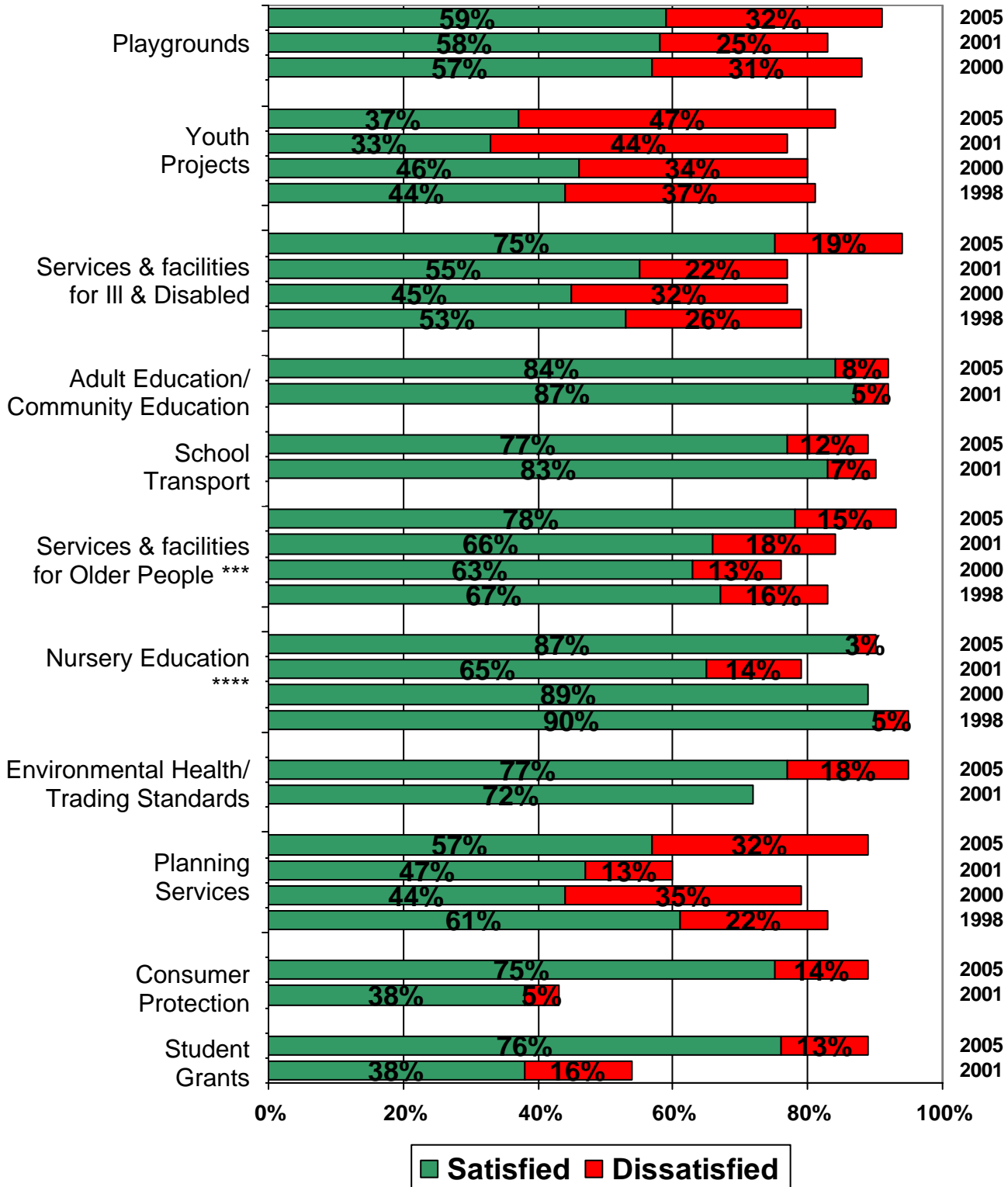
Base: All users of services

\* 2000: asked as "Leisure Centres"

\*\* Combined in 2005, separate questions 1998-2001

Figure 5

## Satisfaction with Council Services



Base: All users of services

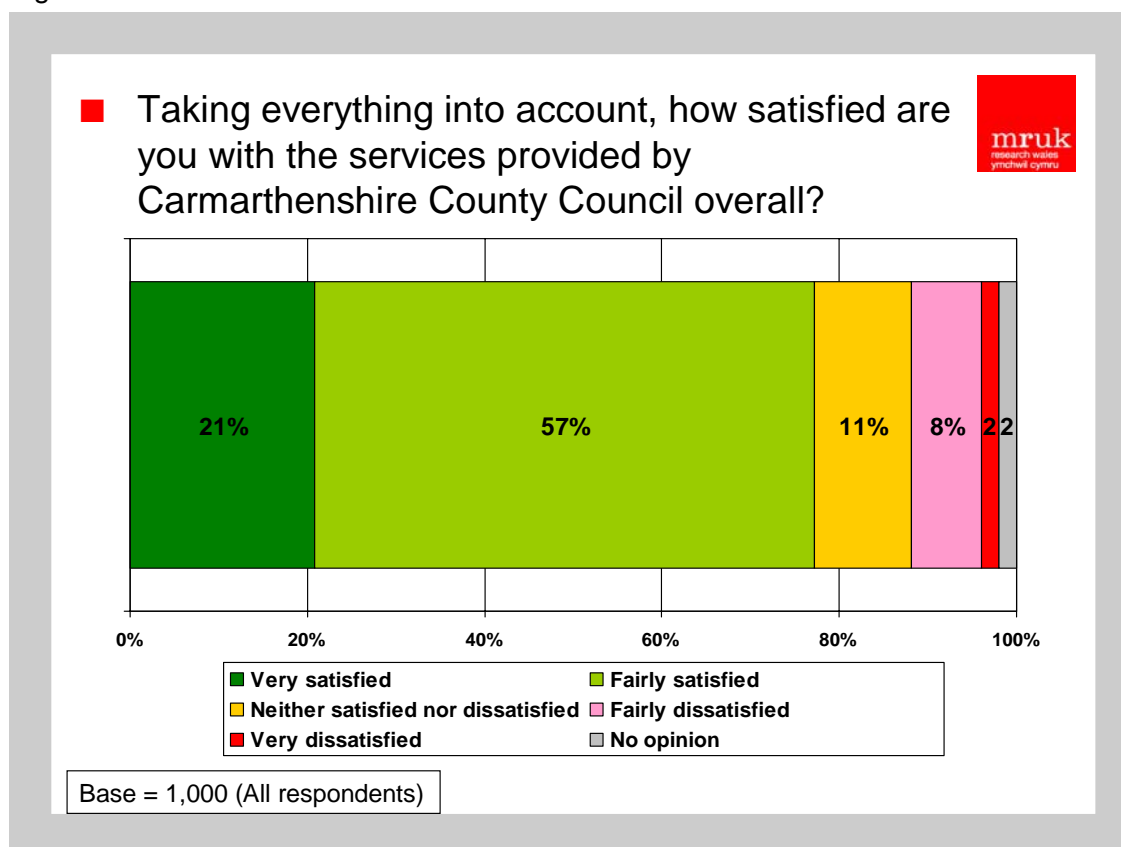
\*\*\* 2000: asked as "Services & facilities for the elderly"

\*\*\*\* 2000: asked as "Nursery Schools"

Respondents were asked how satisfied they were with services provided by Carmarthenshire County Council overall (Figure 6).

Satisfaction levels were high, with over three-quarters of respondents describing themselves as either 'very or 'fairly' satisfied, compared to just 10% who were 'very' or 'fairly' dissatisfied.

Figure 6



Carmarthenshire performs well compared to other Councils in the UK. (Table 3)

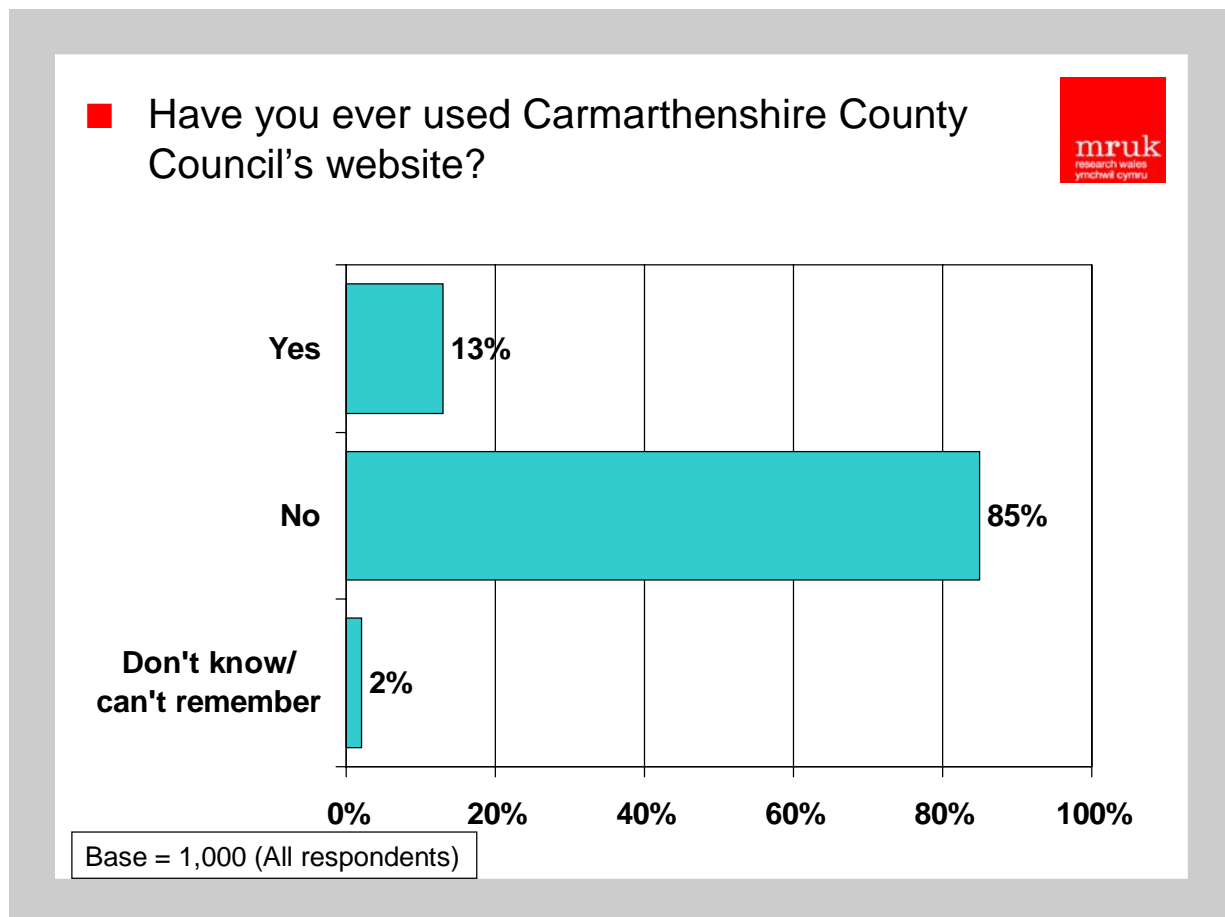
Table 3

Location	Year	Total Satisfied (%)	Total Dissatisfied (%)
Council A	2005	77	4
<b>Carmarthenshire CC</b>	<b>2005</b>	<b>78</b>	<b>10</b>
Council B	2004	67	10
Council C	2004	64	7
Council D	2005	67	15
Council E	2005	67	13
Council F	2005	60	16
Council G	2004	59	21

Council D question worded "How satisfied or dissatisfied are you with the way the Council is running the area?"  
Councils A – C, E – G question worded "How satisfied or dissatisfied are you with the way the Council provides its services?"

Respondents were asked if they had ever used the Carmarthenshire County Council website (Figure 7). Just 13% said 'yes', with working respondents, those under 55, and Social Grade ABC1 more likely to do so.

Figure 7



### Impressions of the Council & Its Image

Respondents were shown a series of statements about Carmarthenshire County Council, and asked to state how much they agreed, or disagreed, with each. (Figure 8)

80% of respondents agreed that “the Council is good at providing services in Welsh & English”, with just 1% of respondents disagreeing.

Over half of respondents agreed that “the quality of Council services is good overall” (65%), “the Council is approachable & friendly” (60%), and “the Council does a good job of caring for local people” (52%).

Just under half (49%) agreed that “the Council gives local people good value for money”; almost a quarter of respondents disagreed (24%).

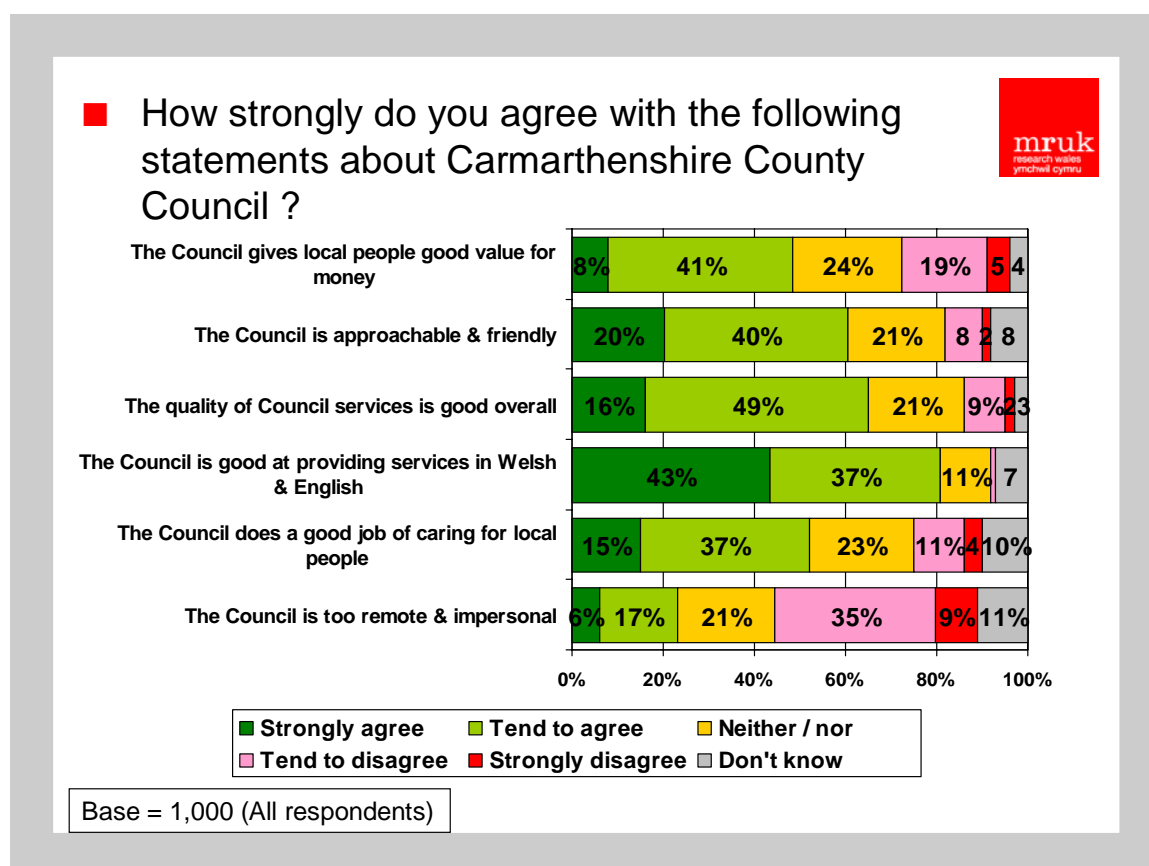
44% of respondents disagreed with the statement “the Council is too remote and impersonal”; less than a quarter (23%) agreed.

The likelihood of respondents agreeing that “the quality of Council services are good overall” increased with the age of the respondent, reflecting the findings of previous surveys.

Respondents living in Teifi were more likely to agree that “the quality of Council services is good overall”, that “the Council is approachable and friendly” and that “the Council does a good job of caring for local people”, and to disagree that “the Council gives local people good value for money”, and “the Council is too remote and impersonal”. Residents in Tywi were most likely to have a positive attitude towards the Council in the 2001 survey.

Women were more likely to disagree that “the Council is approachable and friendly”.

Figure 8



The 2005 survey recorded the most favourable figures of all surveys for the 5 Performance Indicators (Figures 9-13).

Figure 9

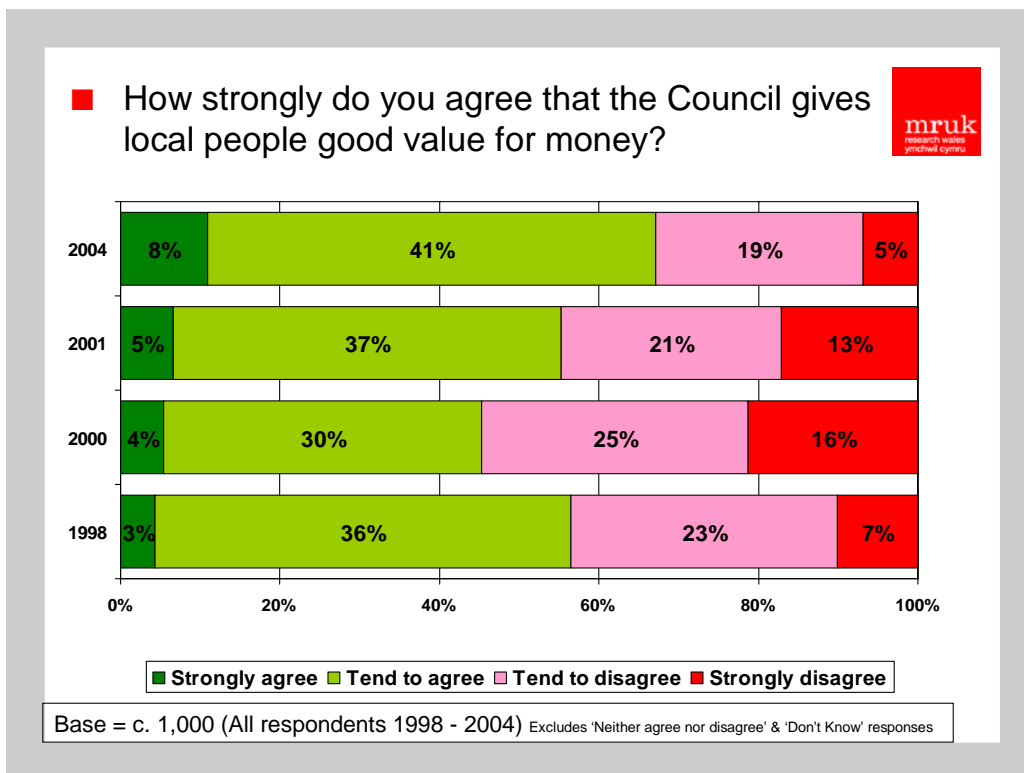


Figure 10

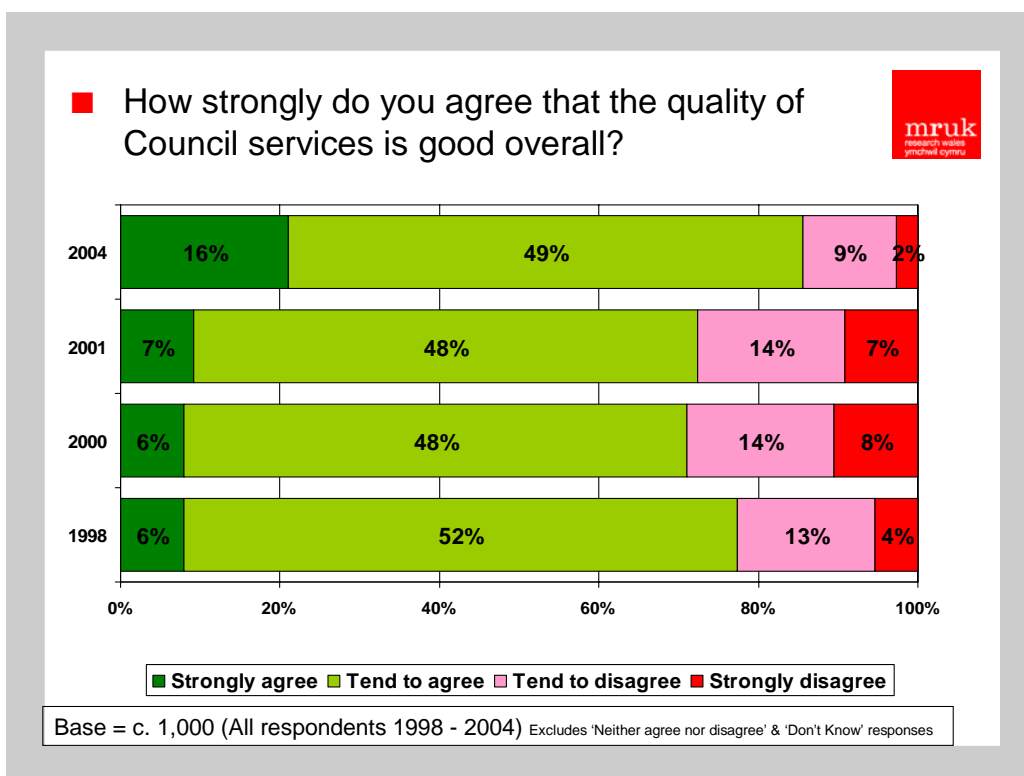


Figure 11

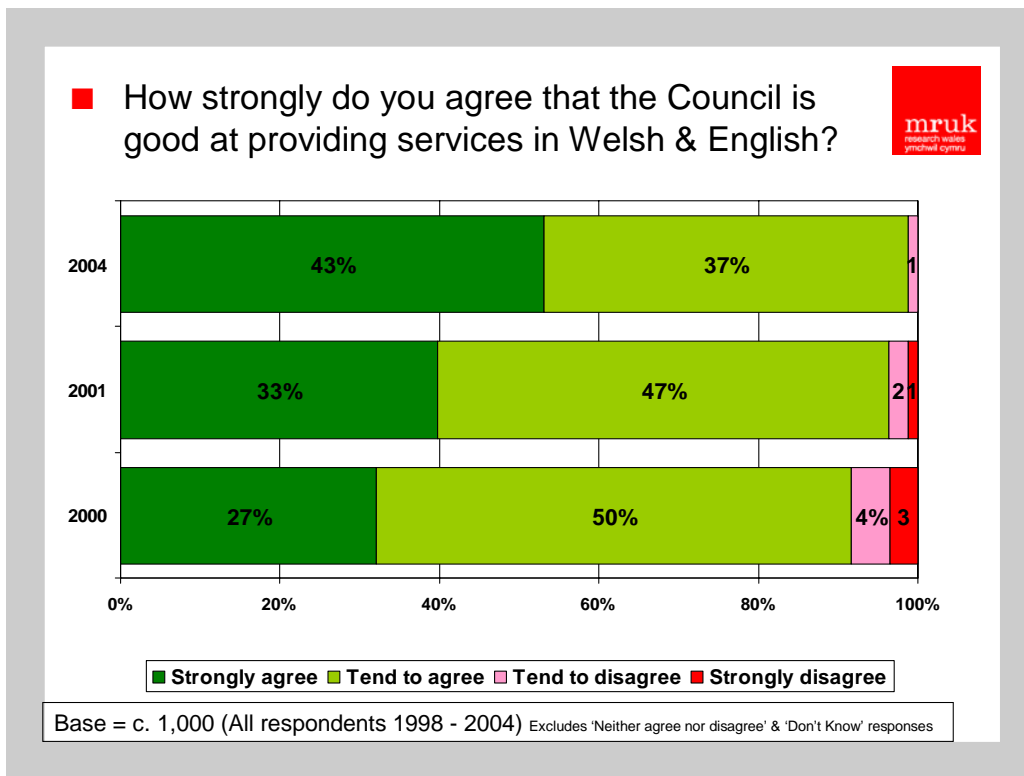


Figure 12

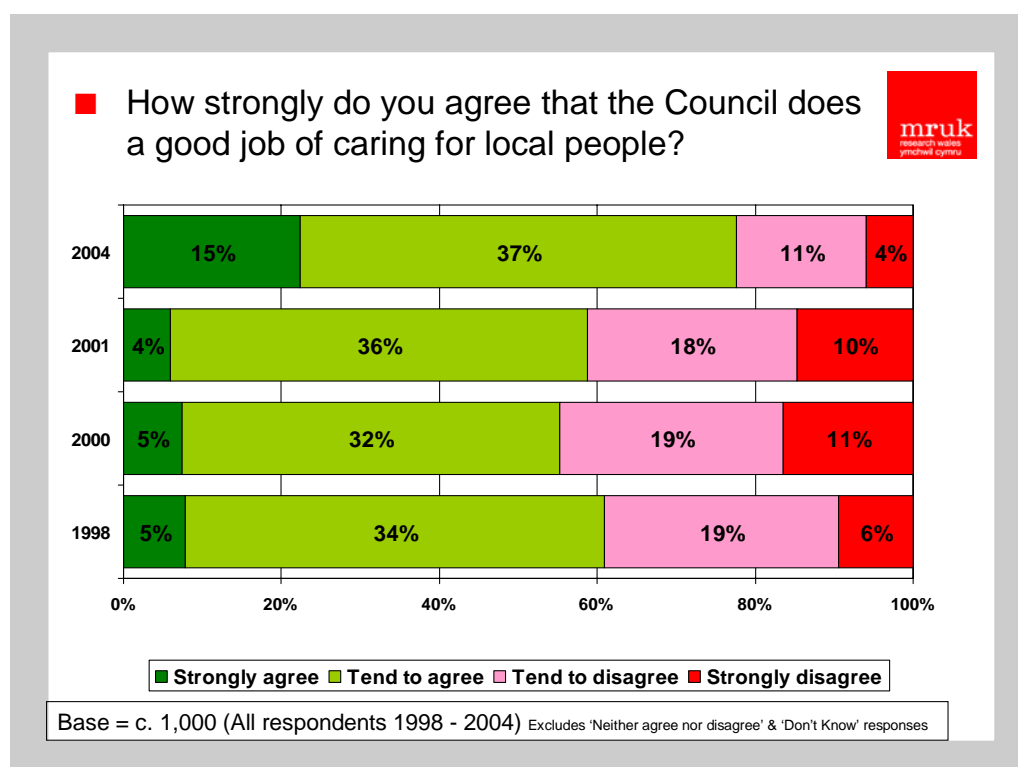
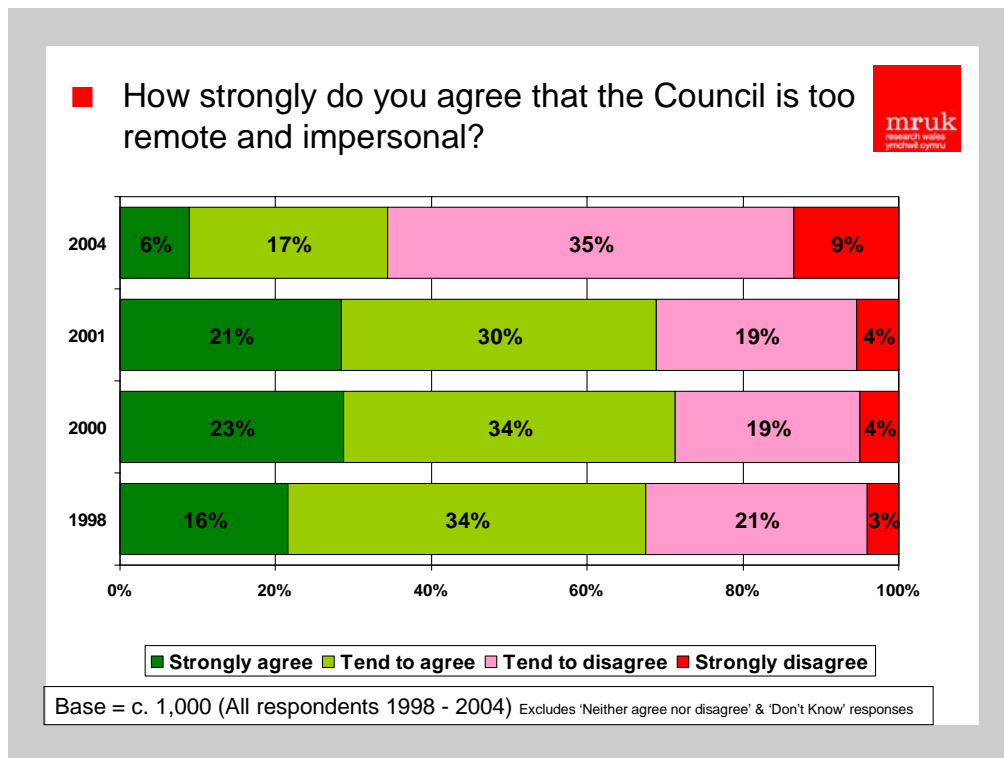


Figure 13

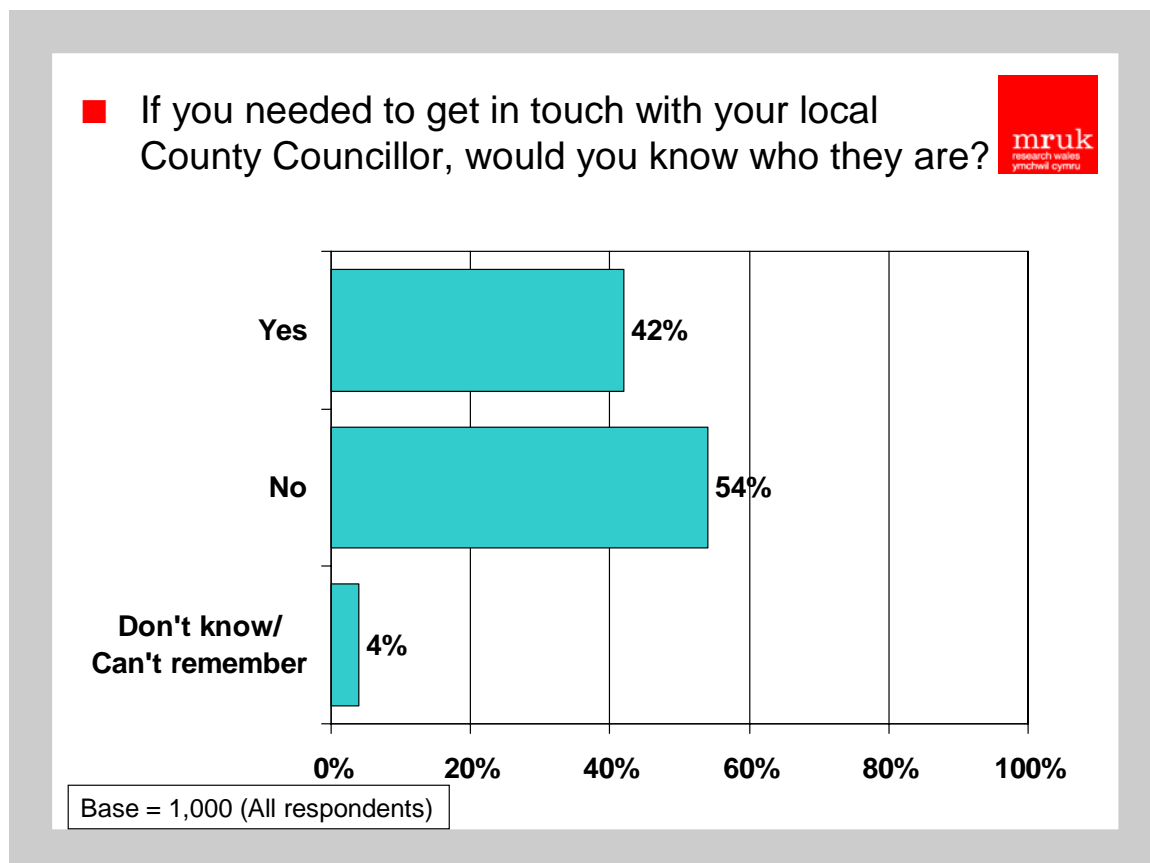


More than one in five of those surveyed knew who their local Councillor is, reflecting the findings of the 2001 survey. (Figure 14)

Respondents in Llanelli were less likely to know who their local Councillor is.

Likelihood to know increased with age, and was higher amongst Welsh speakers, and those in Social Grades ABC1.

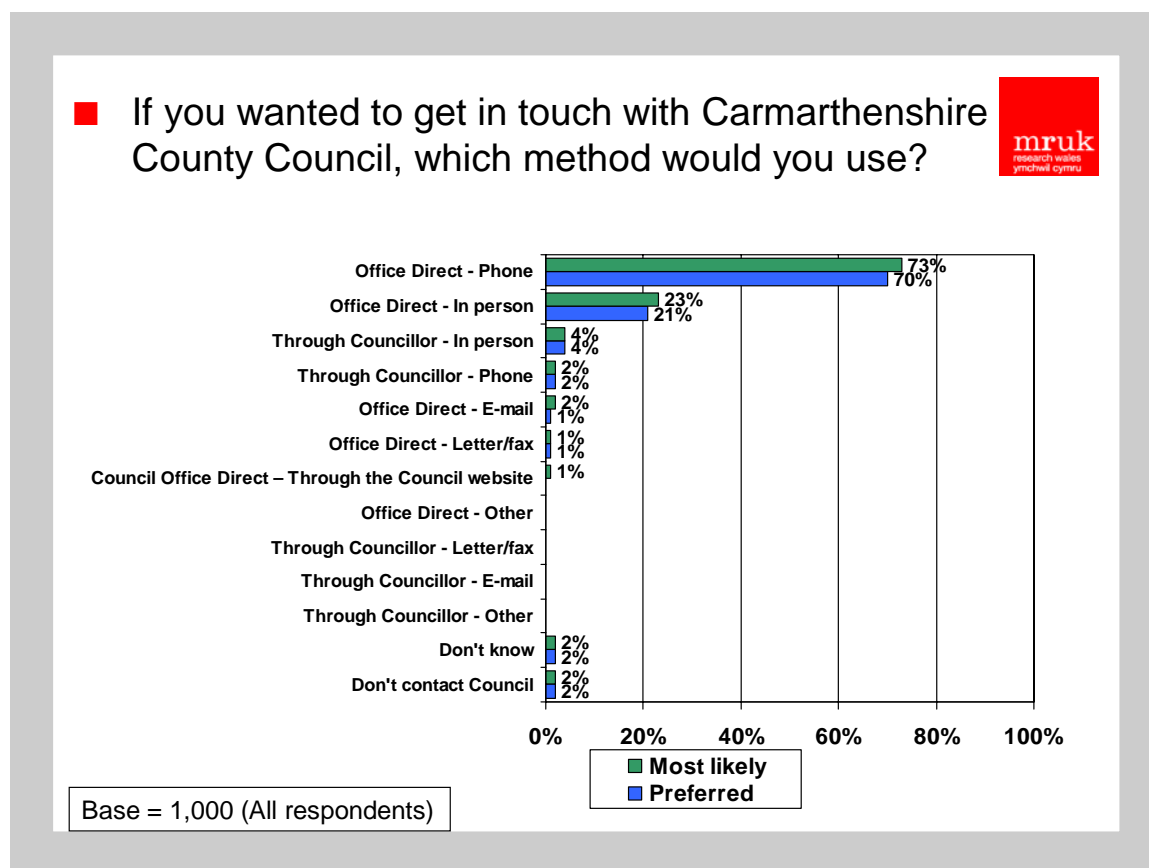
Figure 14



Respondents were more likely, and preferred, to use the telephone to call the Council Offices directly when contacting Carmarthenshire County Council, reflecting the findings in previous surveys; visiting the offices in person was the second most popular option. (Figure 15)

Respondents in Aman were most likely to visit Council offices in person, while those in Tywi were least likely to do so.

Figure 15

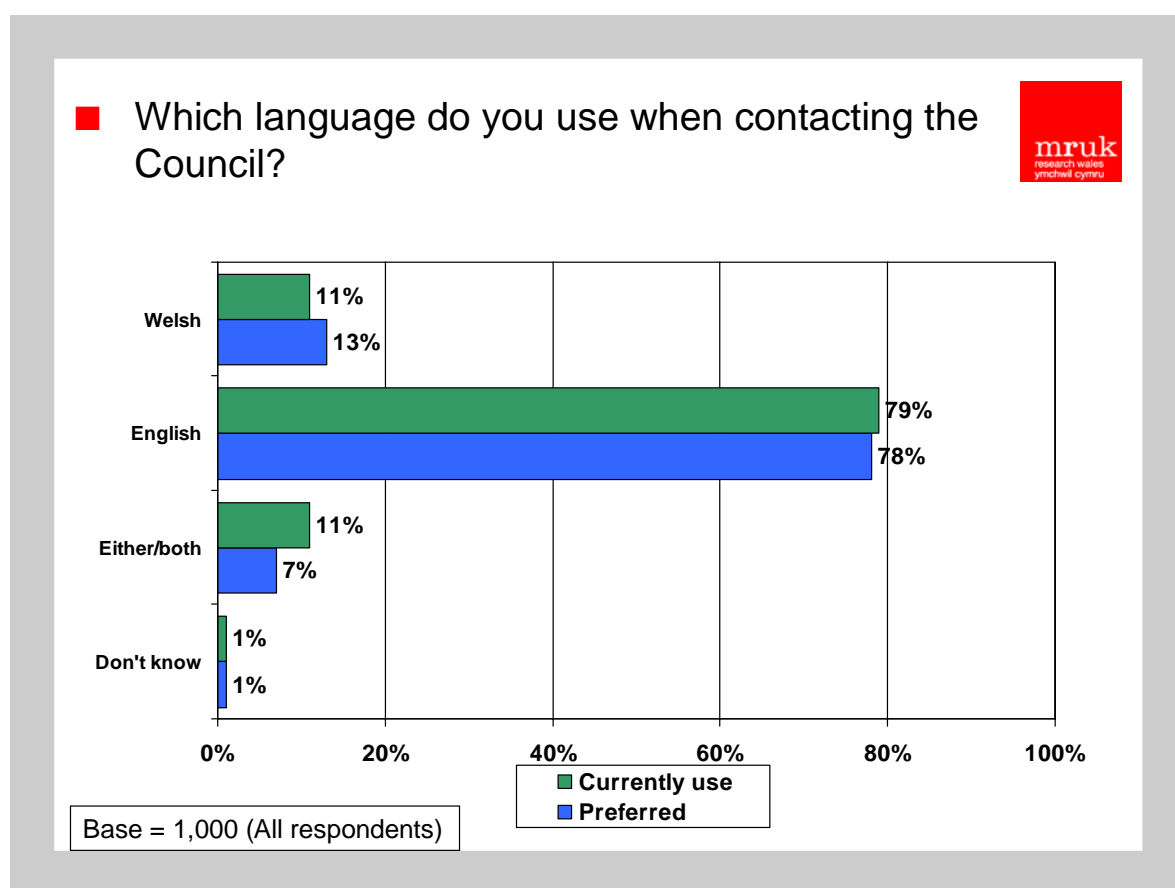


Almost 80% of respondents currently, and preferred, to use English when contacting the Council. (Figure 16) Respondents living in Llanelli were more likely than those in other areas to currently use English.

13% of respondents would prefer to use Welsh when contacting the Council (a slight fall from the 18% recorded in 2001), exceeding the 11% who currently use Welsh (on a par with the findings of the 2001 and 2000 surveys).

Respondents living in Teifi, and those aged over 55 were more likely to use, or prefer to use, Welsh, reflecting the profile for households which speak Welsh as the main language (21% of the total sample). More than half of the households whose main language is Welsh would prefer to use Welsh when contacting the Council.

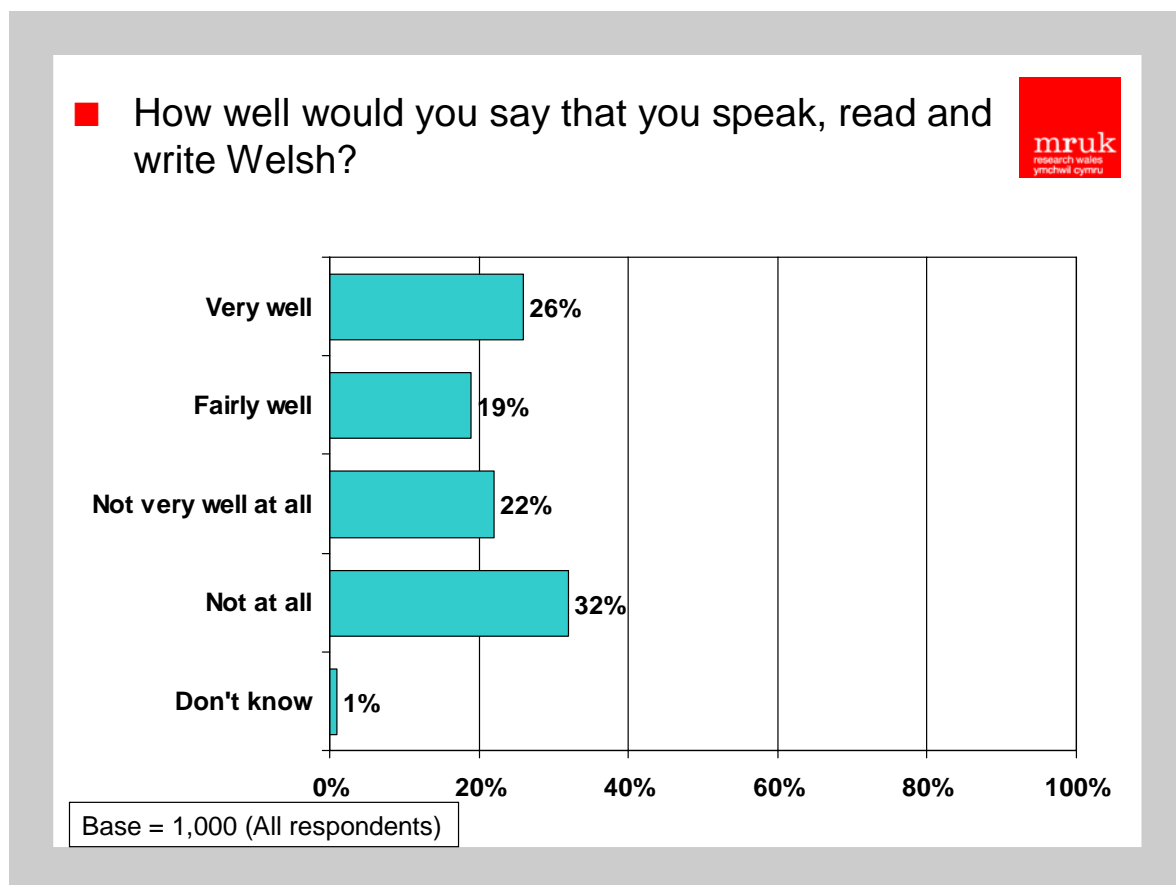
Figure 16



Just under half (45%) speak, read and write Welsh ‘very’ or ‘fairly’ well. (Figure 17) This rose to 56% amongst those aged over 55. Respondents in Llanelli and Taf Myrddin were less likely than other areas to say they speak, read and write Welsh ‘very’ or ‘fairly’ well.

Approximately a third of respondents described themselves as ‘not at all’ able to speak, read or write Welsh.

Figure 17

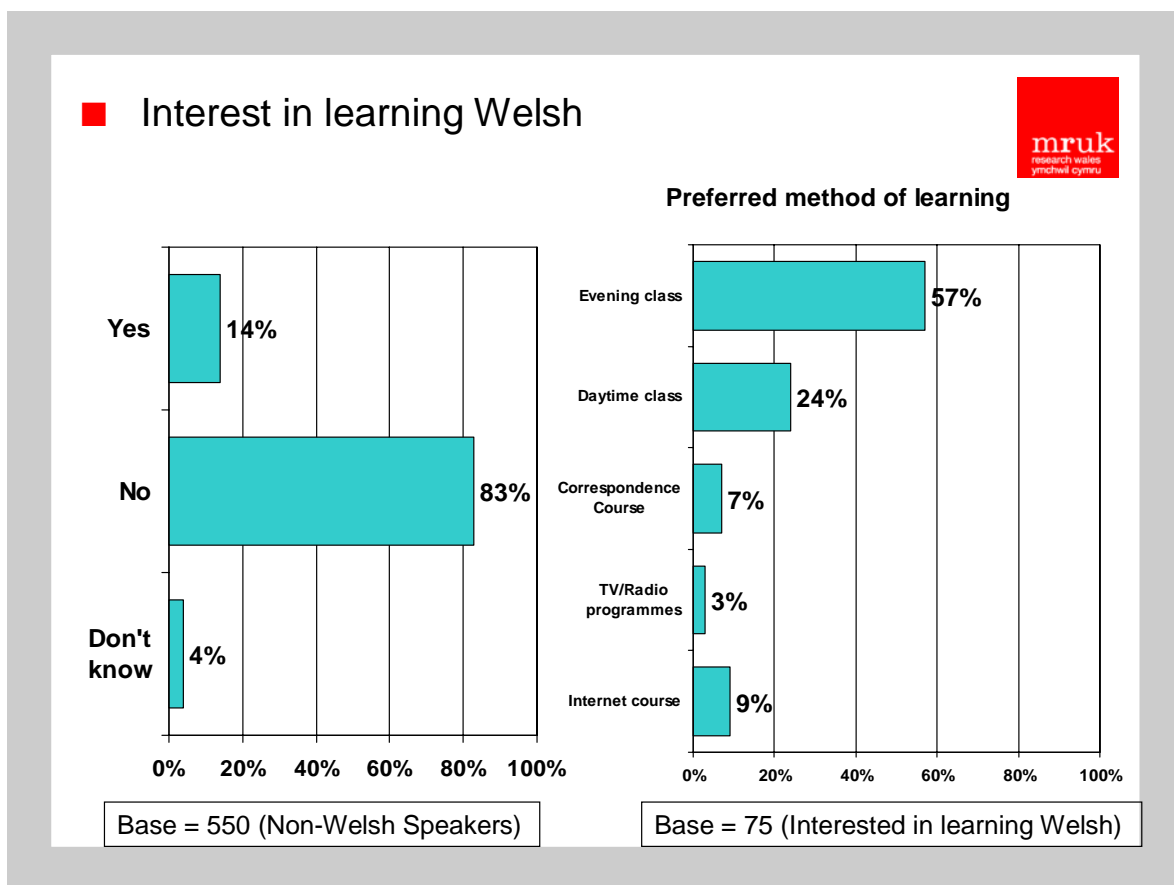


Respondents who did not speak, read and write Welsh well were asked if they would be interested in learning the language. (Figure 18)

Just 14% of such respondents expressed an interest in learning Welsh, with women, and those living in Llanelli more likely to do so.

An evening class was the preferred method of learning, with 57% of respondents choosing this option. (Figure 18)

Figure 18



## Contacting Carmarthenshire County Council

Approximately a quarter of those surveyed had contacted the Council over the last year or so (Figure 19), a fall from the 2001 figure of 51%. This increased amongst those living in Llanelli, and those aged over 35.

Almost all contacted the Council offices directly, rather than going through their local Councillor. Once again, telephone and a personal visit to the Council offices were the preferred methods of contact. (Figure 20)

The base sizes for those contacting the Council using other methods are very small, and whilst the results are included in the following charts, they are excluded from the commentary.

Figure 19

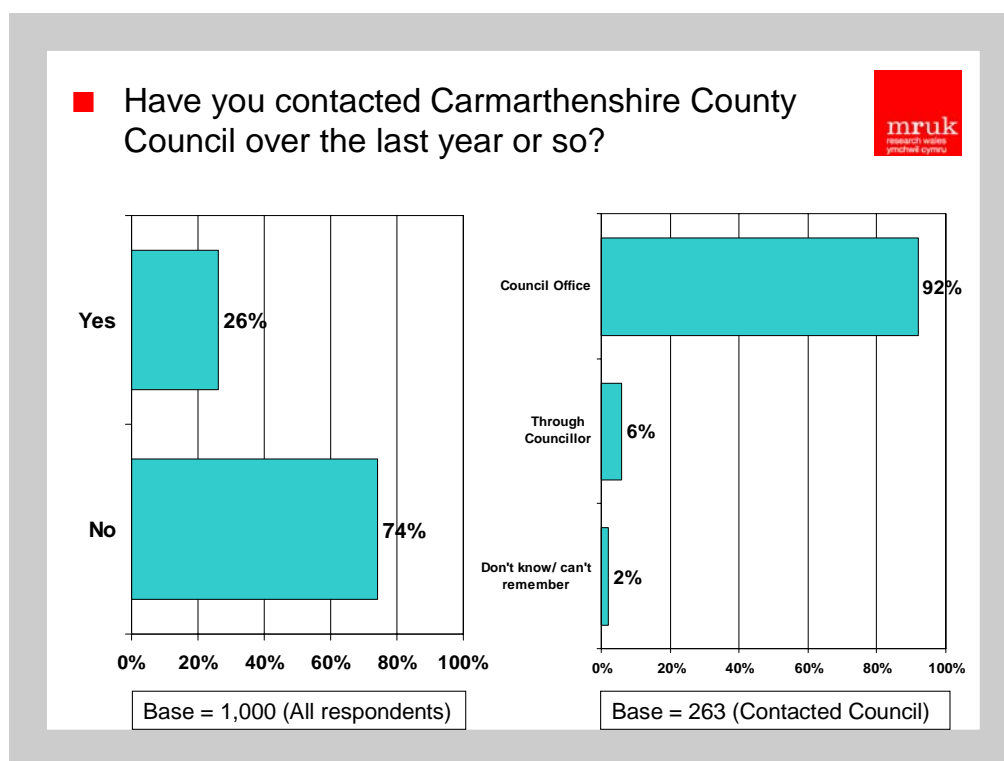
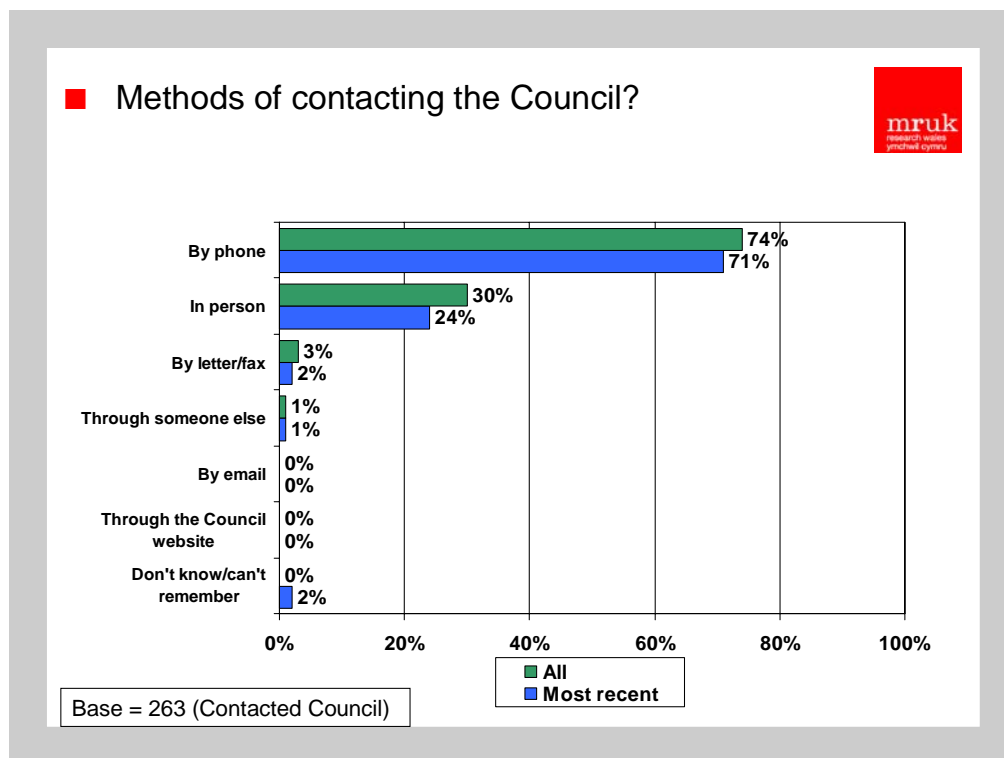
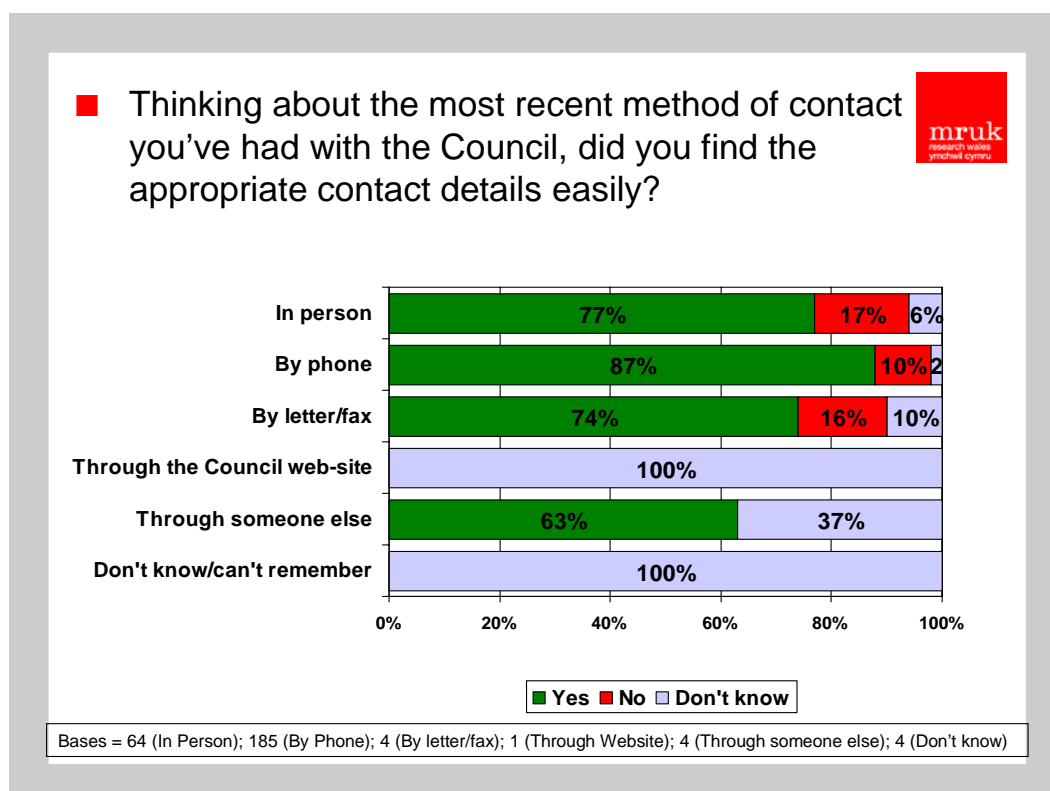


Figure 20



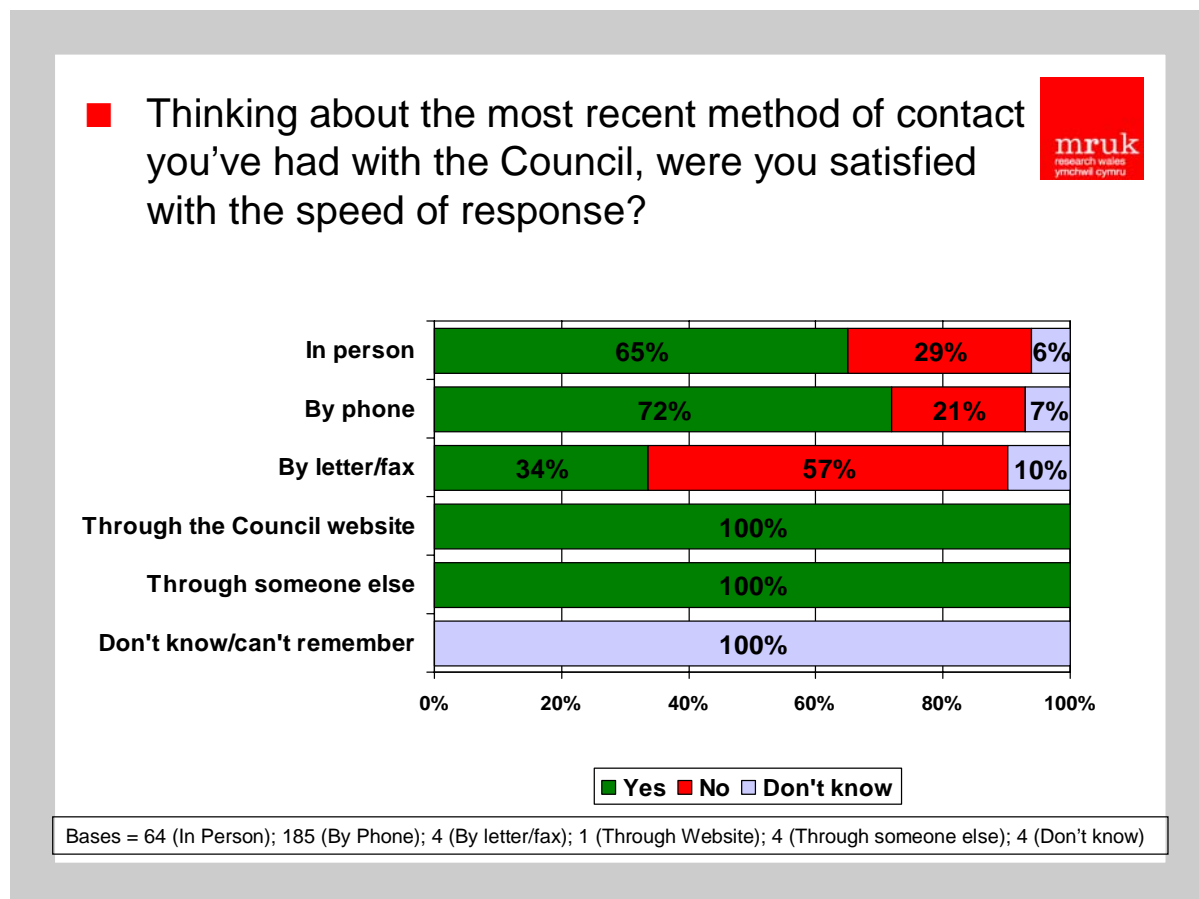
Over three-quarters of respondents contacting the Council in person and by phone were able to find appropriate contact details easily. (Figure 21)

Figure 21



Slightly fewer respondents were satisfied with the speed of response – a fifth of respondents contacting the Council by phone, and almost a third of those visiting in person described themselves as not satisfied. (Figure 22)

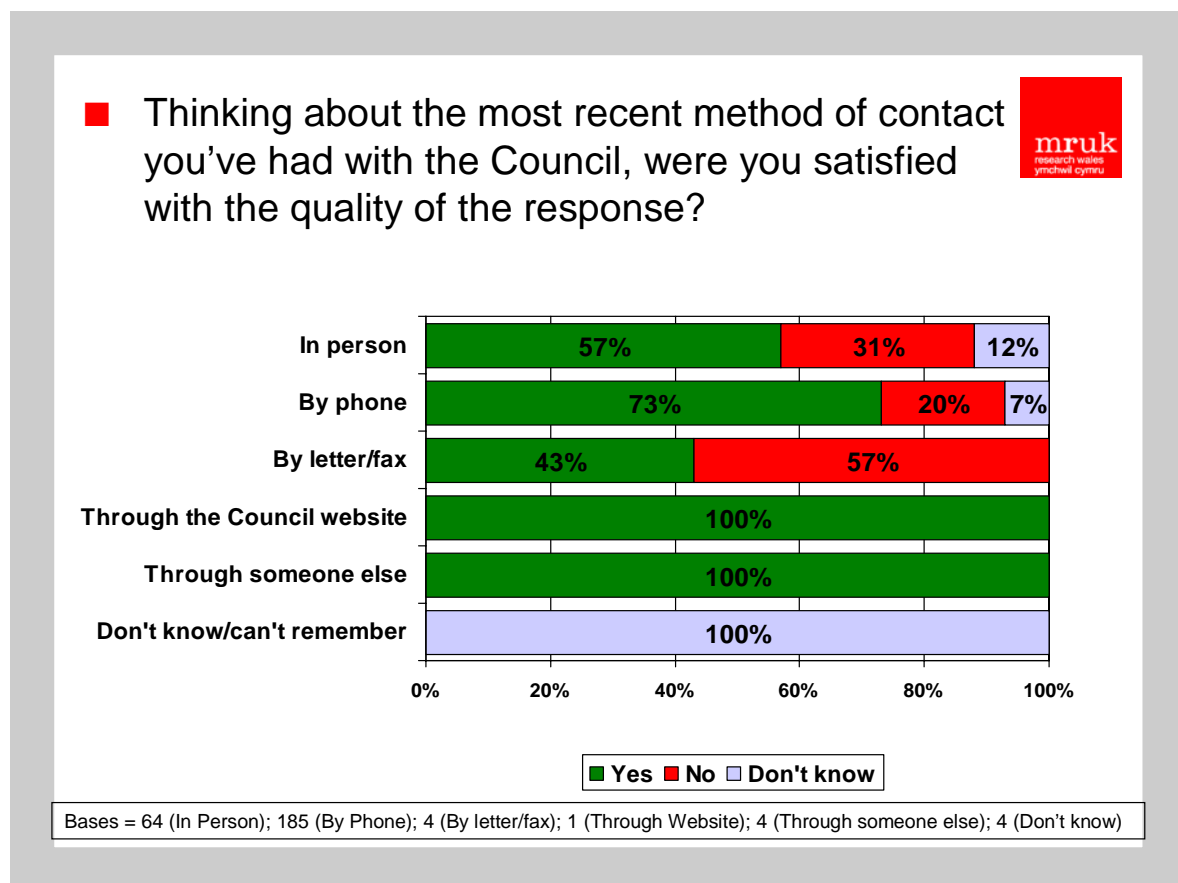
Figure 22



Respondents contacting the Council by phone were more likely to be satisfied with the quality of the response than those visiting in person (73% compared to 57%). (Figure 23)

Respondents aged between 16 and 34 were less likely to be satisfied with the quality of the response than older respondents.

Figure 23



Approximately half of those contacting the Council by phone were satisfied with the outcome of the response, compared to 42% of those visiting the Council in person. (Figure 24)

Again, respondents aged between 16 and 34 were less likely to be satisfied with the outcome of the response than older respondents.

Around two in ten of those visiting the Council were satisfied with the outcome of the response. A greater proportion of those contacting the Council in person were waiting for their query to be resolved (29%, compared to 19% of those contacting the Council by phone)

Overall, excluding those who said their query had not yet been resolved, there was a slight increase in the percentage saying they were happy with the outcome of their query compared to previous years. (Figure 25)

Reasons for dissatisfaction with the outcome of the response are outlined in Table 4.

Figure 24



Figure 25

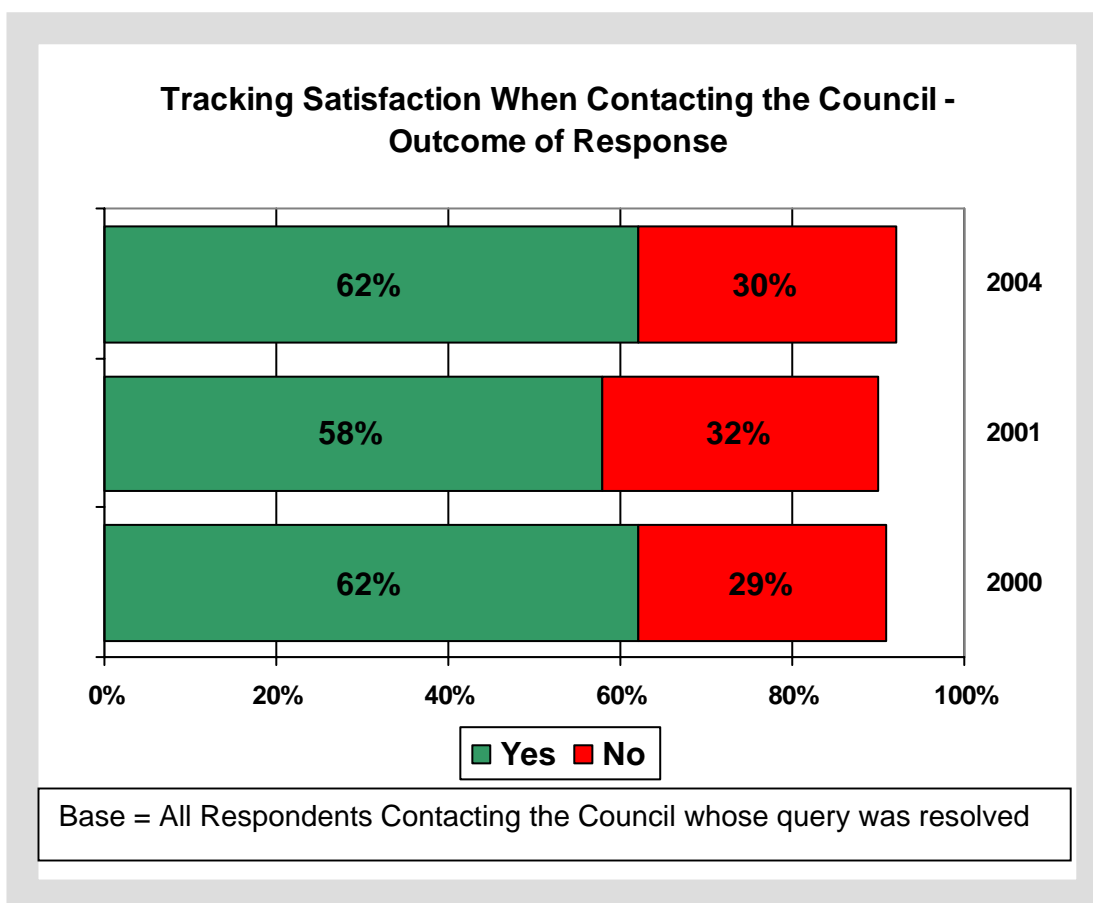
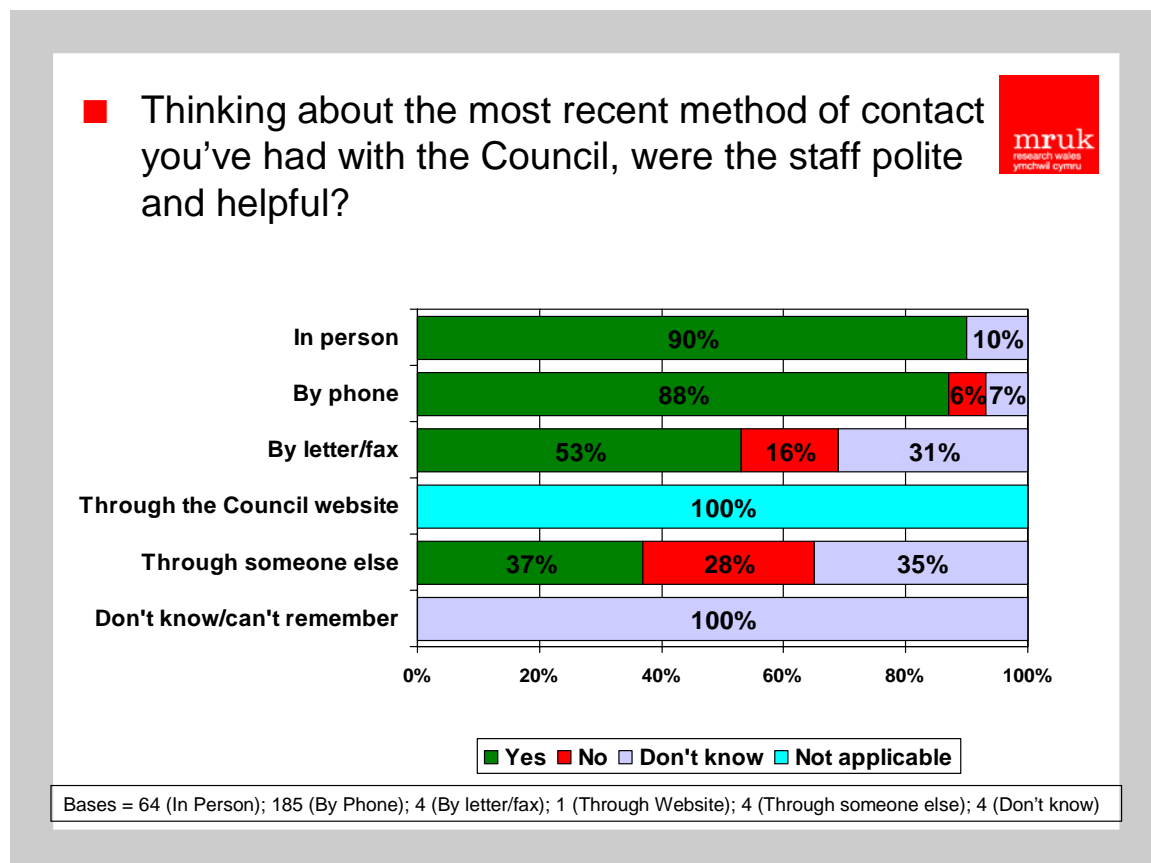


Table 4

Base	64
Time taken to fix repairs	34%
Made a mess of repairs	20%
Keep getting transferred to different departments	13%
Don't listen to what you're telling them	7%
Take too long to respond to housing queries	6%
Not stated	5%
Their promises not carried out	4%
Wanted larger recycling box	4%
Don't take older peoples views into consideration	3%
No-one followed up problem	3%
Lack of parking facilities in this area	3%
Other comments, each from 1 person	22%

Almost all respondents contacting the Council either by phone or in person found the staff to be polite and helpful; just 6% said no to this question. (Figure 26)

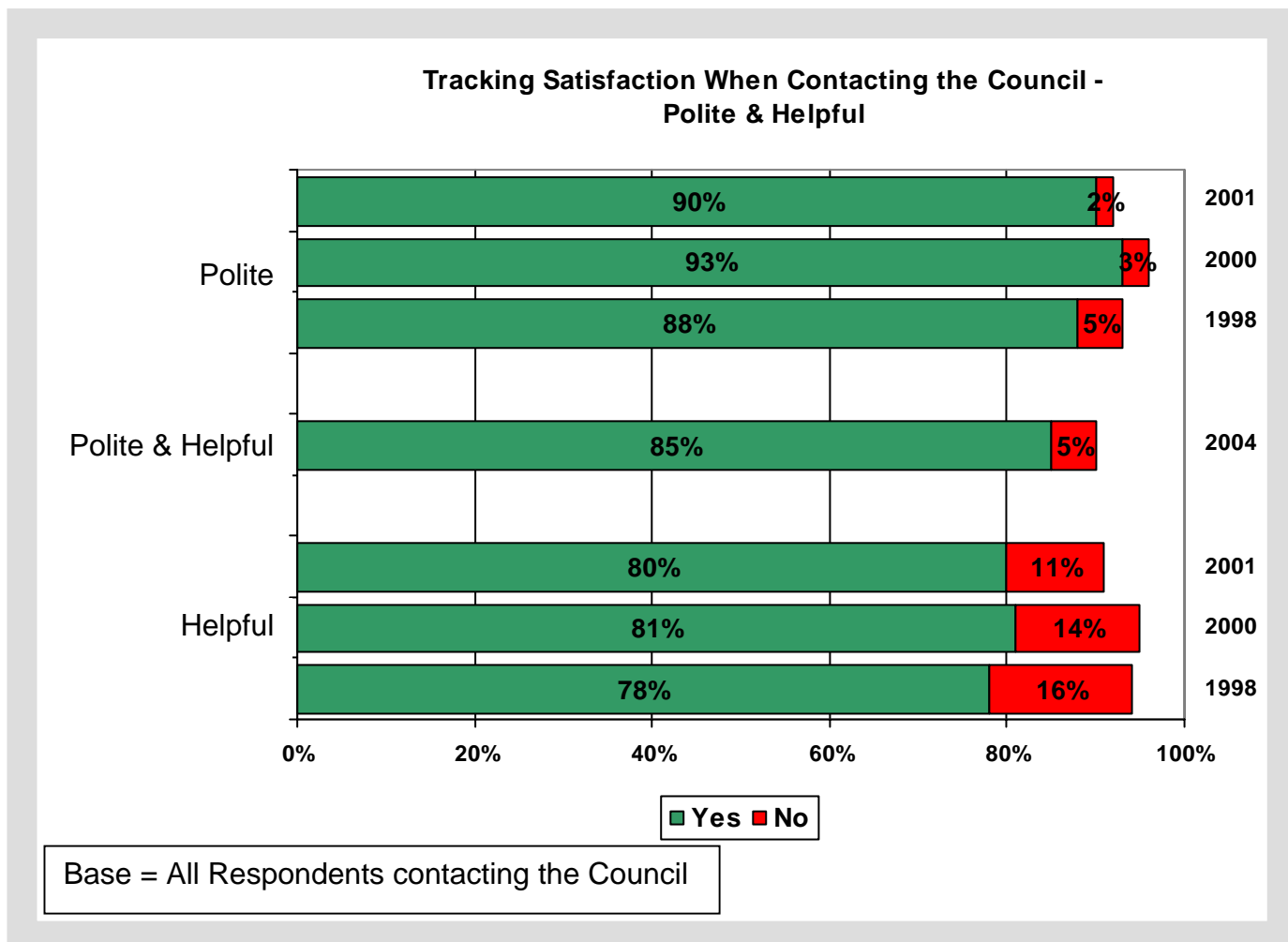
Figure 26



In previous surveys, assessments of how polite and helpful the staff were had been split over two questions, but combined for the 2005 survey. Care should, therefore, be taken when tracking these attributes.

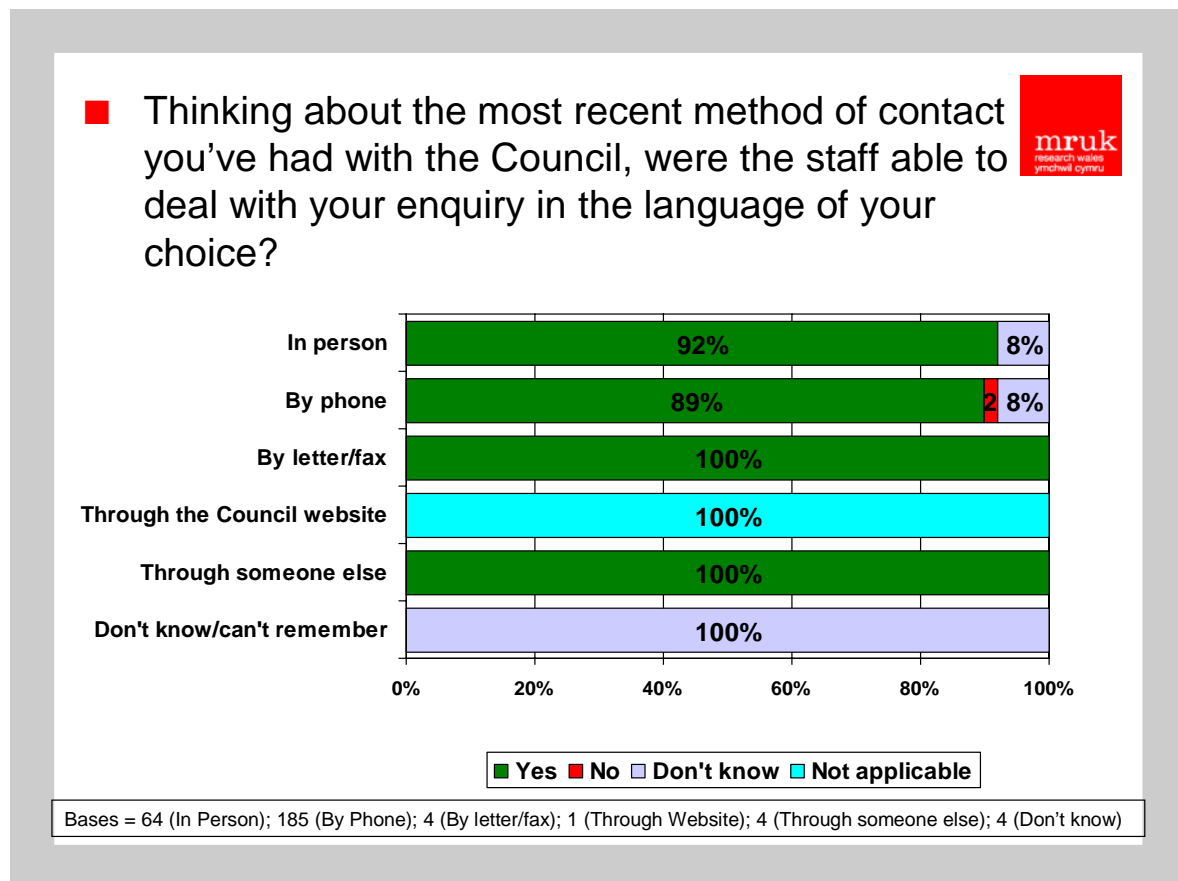
Figure 27 shows that the 2001 rating for 'Polite & Helpful' (across all methods of contacting the Council) exceeded the previous ratings for 'Helpful', but fell a little short for 'Polite'.

Figure 27



Again, almost all respondents contacting the Council either by phone or in person said that staff were able to deal with the enquiry in the language of the respondents' choice; just 2% of those using the phone said this was not the case. (Figure 28)

Figure 28

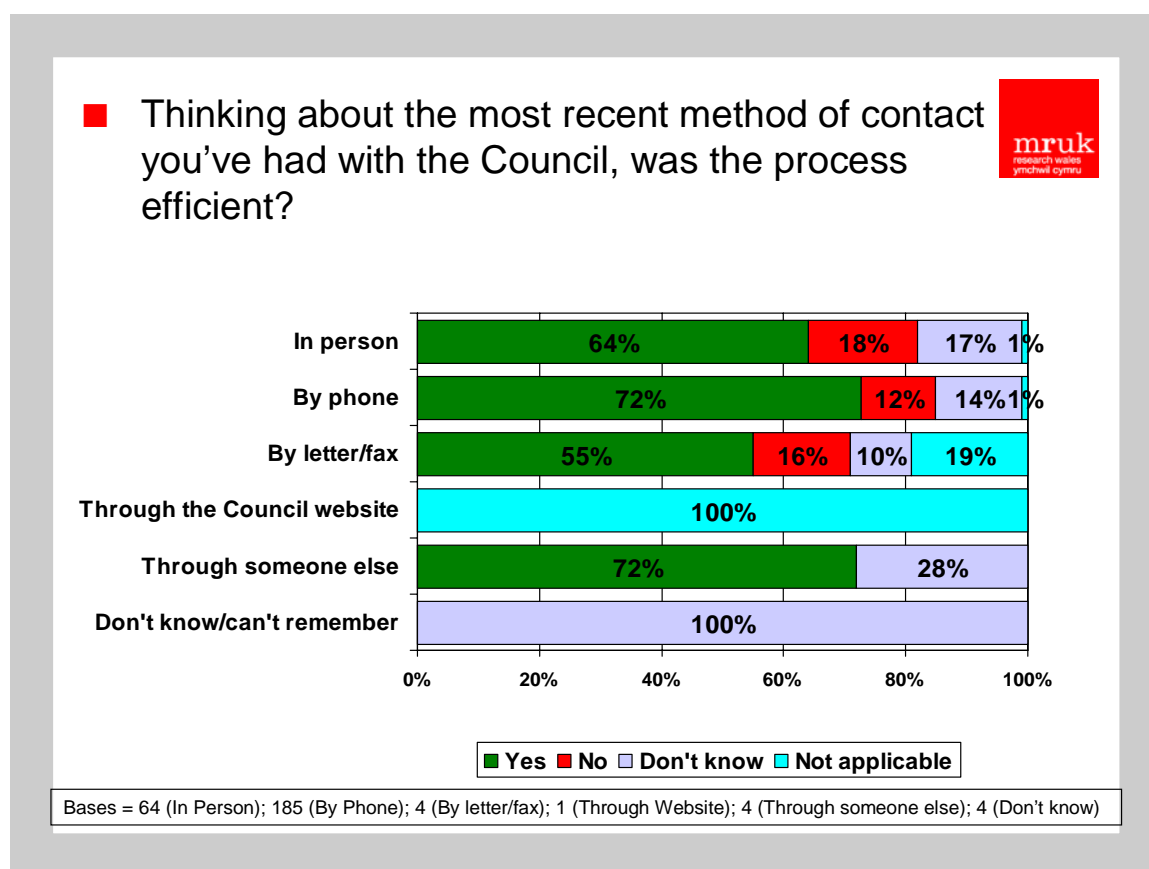


Most respondents found contacting the Council, either by phone or in person, to be an efficient process. (Figure 29)

Respondents contacting the Council in person were more likely to find the process inefficient than those using the phone.

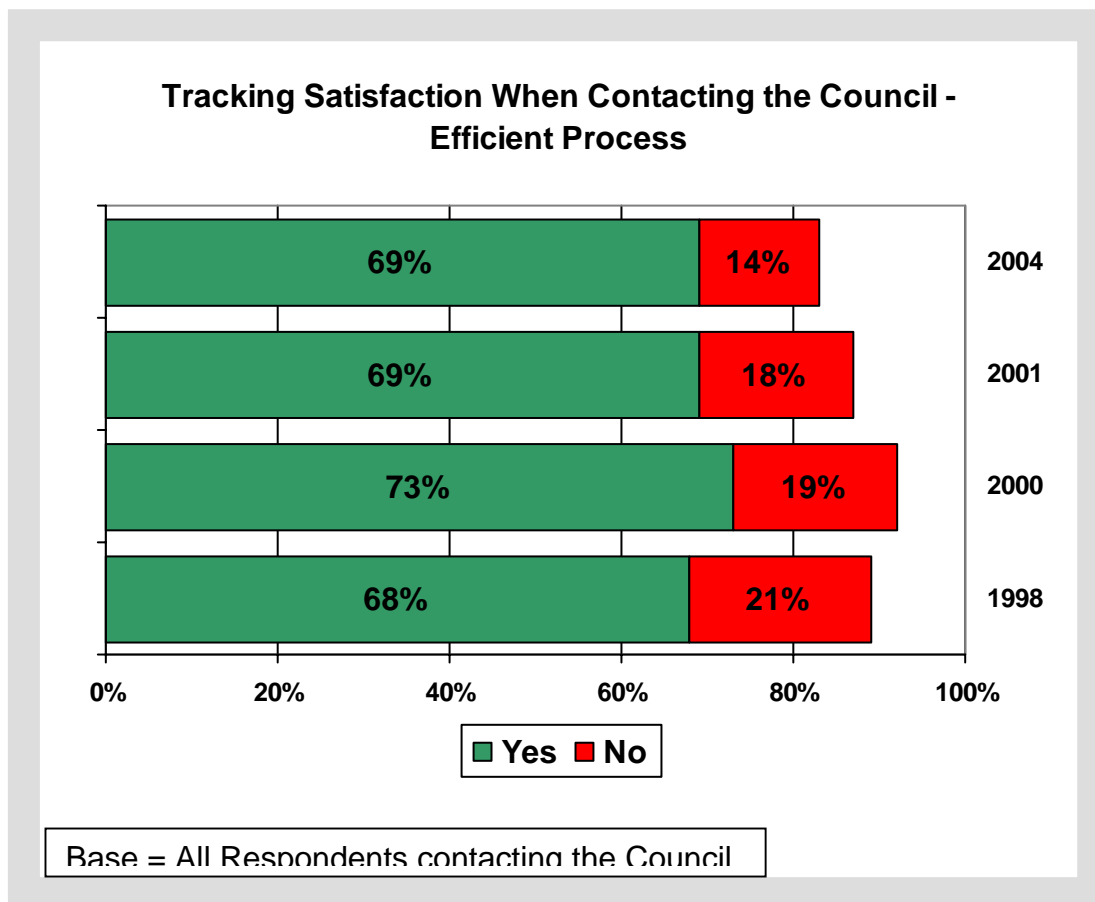
Those aged 16-34 contacting the Council by phone were less likely to find the efficient than older respondents.

Figure 29



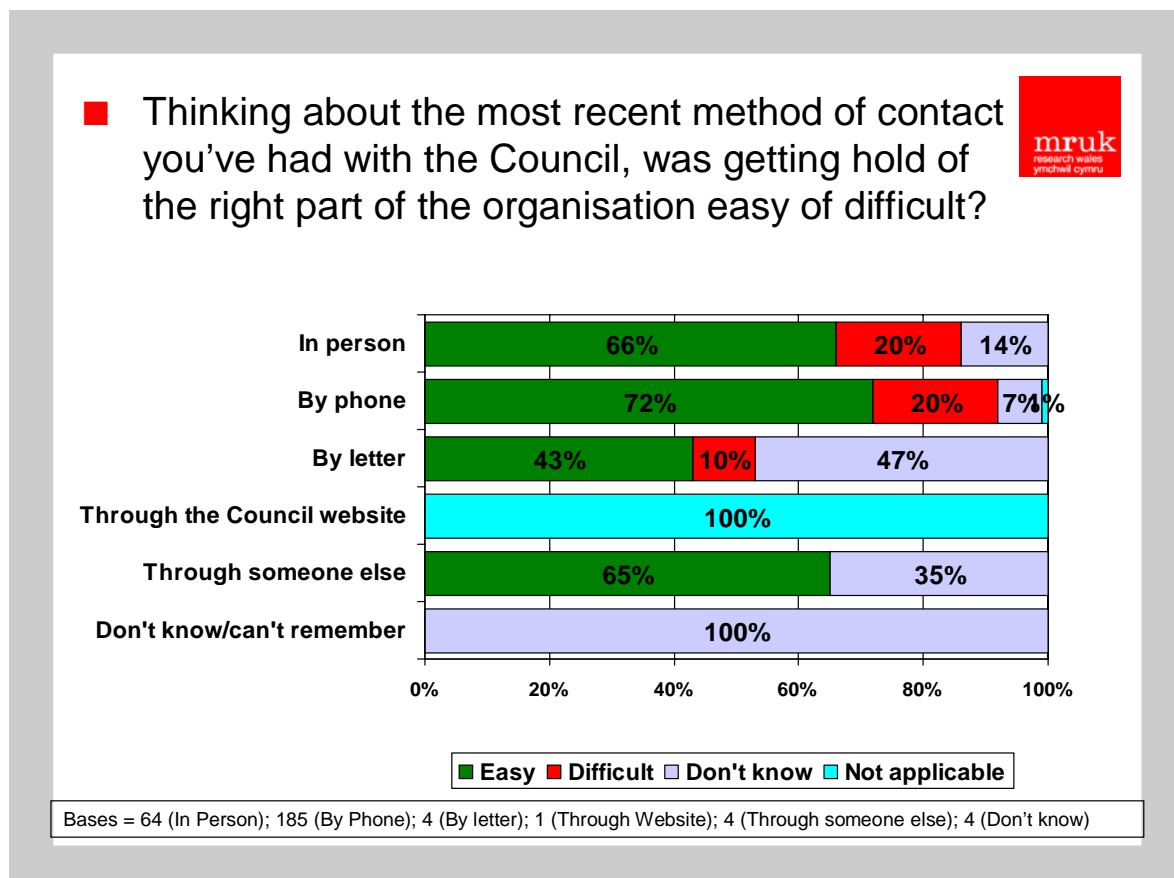
Overall, the percentage of those rating the process of contacting the Council as efficient was on a par with that of the 2001 survey (Figure 30).

Figure 30



Most respondents found getting hold of the right part of the organisation easy – a fifth of respondents contacting the Council both by phone and in person found this to be difficult. (Figure 31)

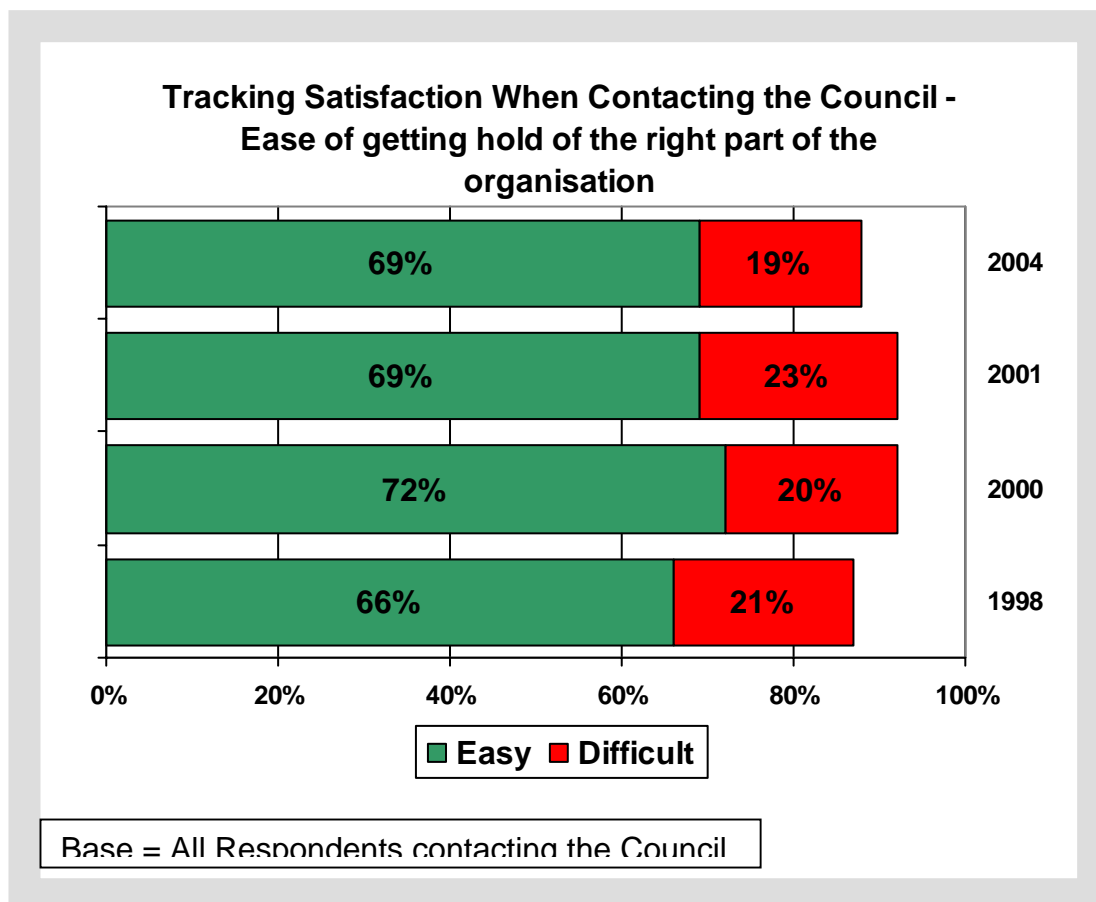
Figure 31



In previous surveys, the wording of the question was slightly different, referring to getting hold of 'the right person' rather than 'the right part of the organisation', as used in the 2005 survey.

Overall, the percentage of those rating the ease of getting hold of the right part of the organisation/right person was on a par with that of the 2001 survey (Figure 32).

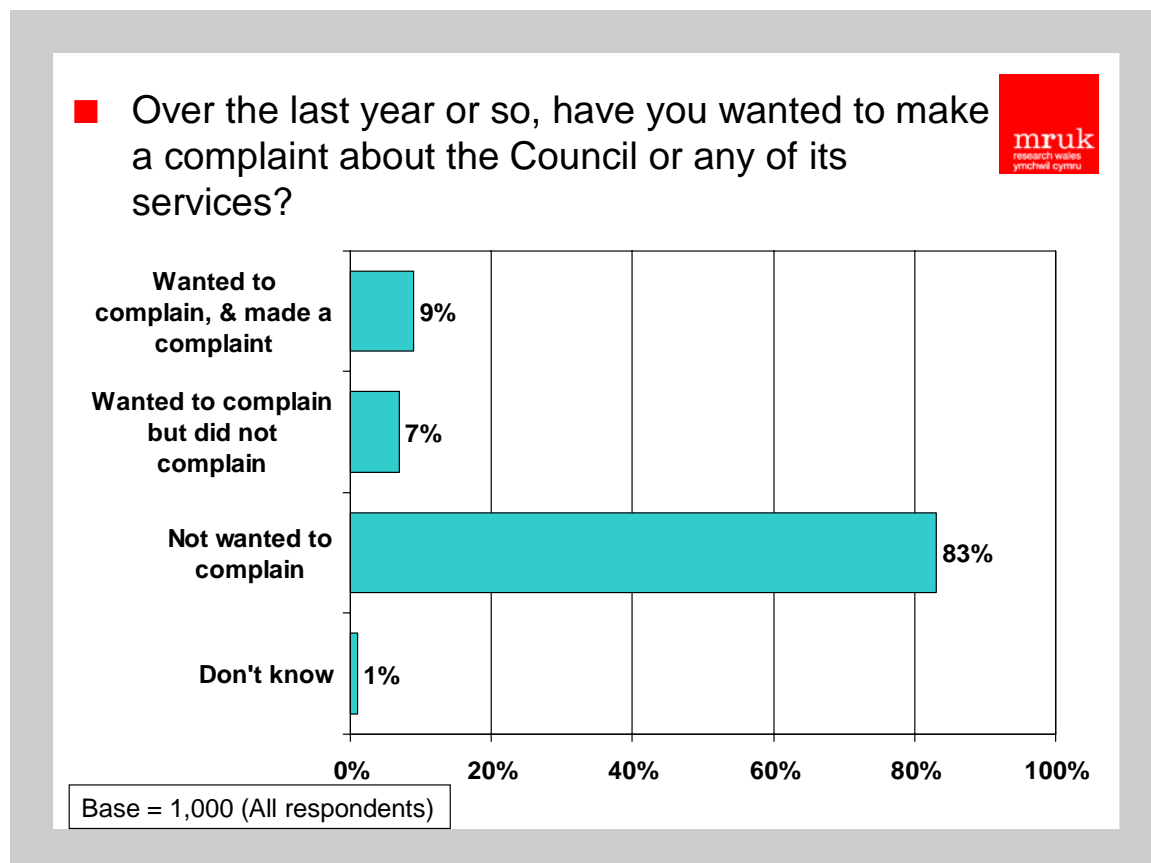
Figure 32



The majority of respondents had not wanted to complain to the Council, with fewer than 10% of respondents making a complaint. (Figure 33)

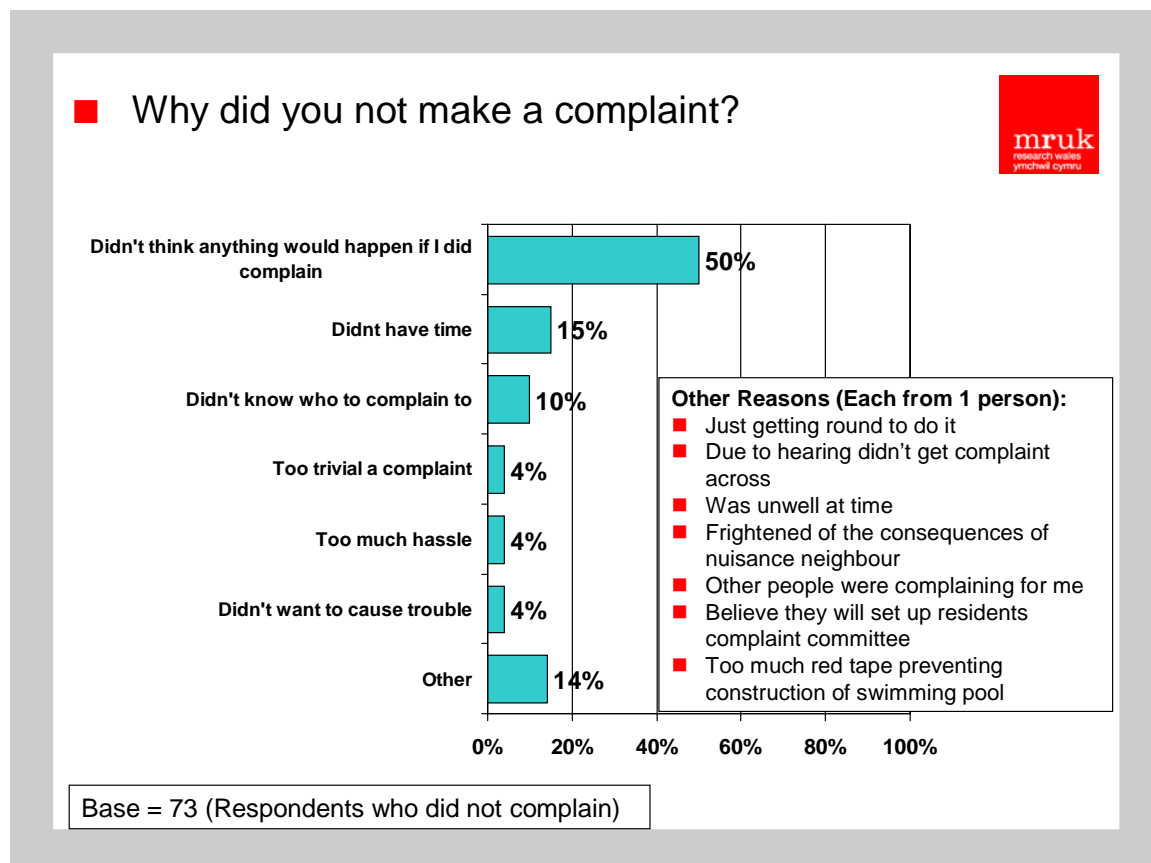
A further 7% had felt that they wanted to complain, but had not done so.

Figure 33



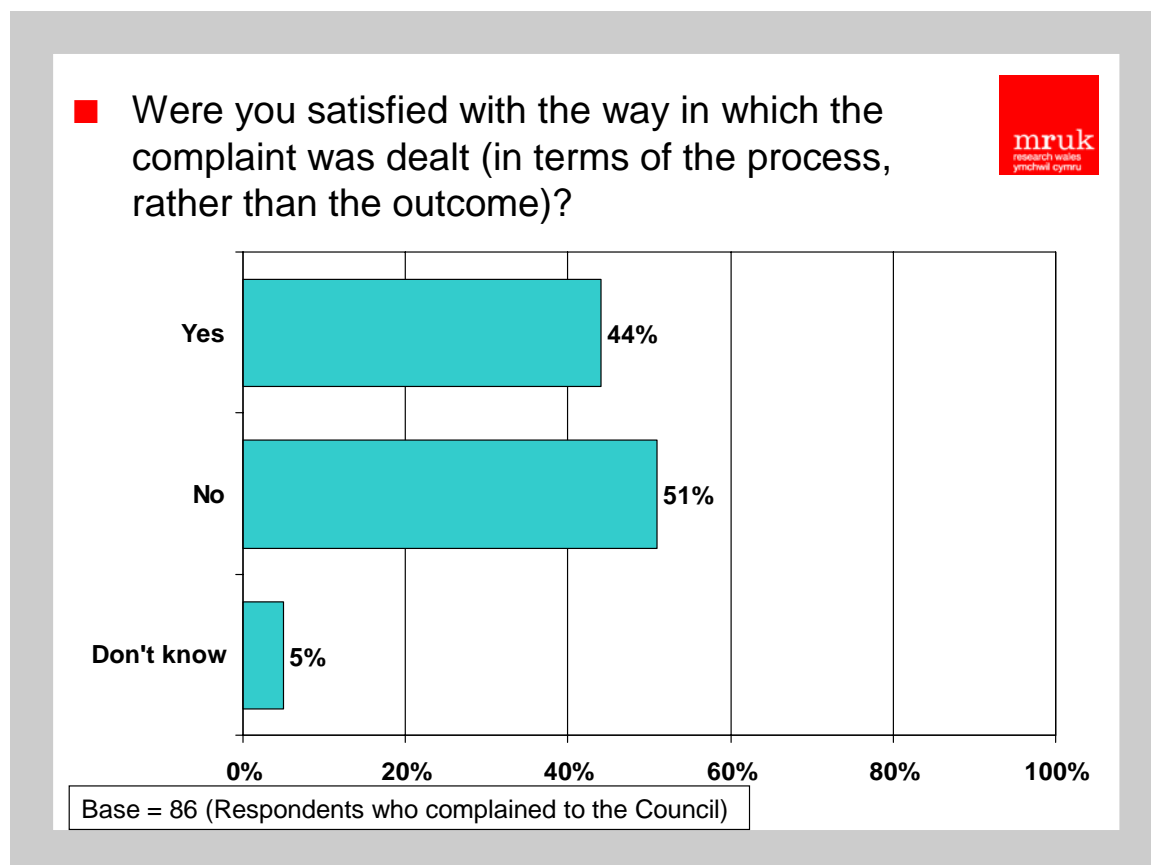
Half of those who did not complain felt that they “didn’t think anything would happen” if they did. (Figure 34)

Figure 34



Over half of those who had complained did not feel satisfied with the way in which their complaint was dealt (in terms of the process, rather than the outcome). (Figure 35)

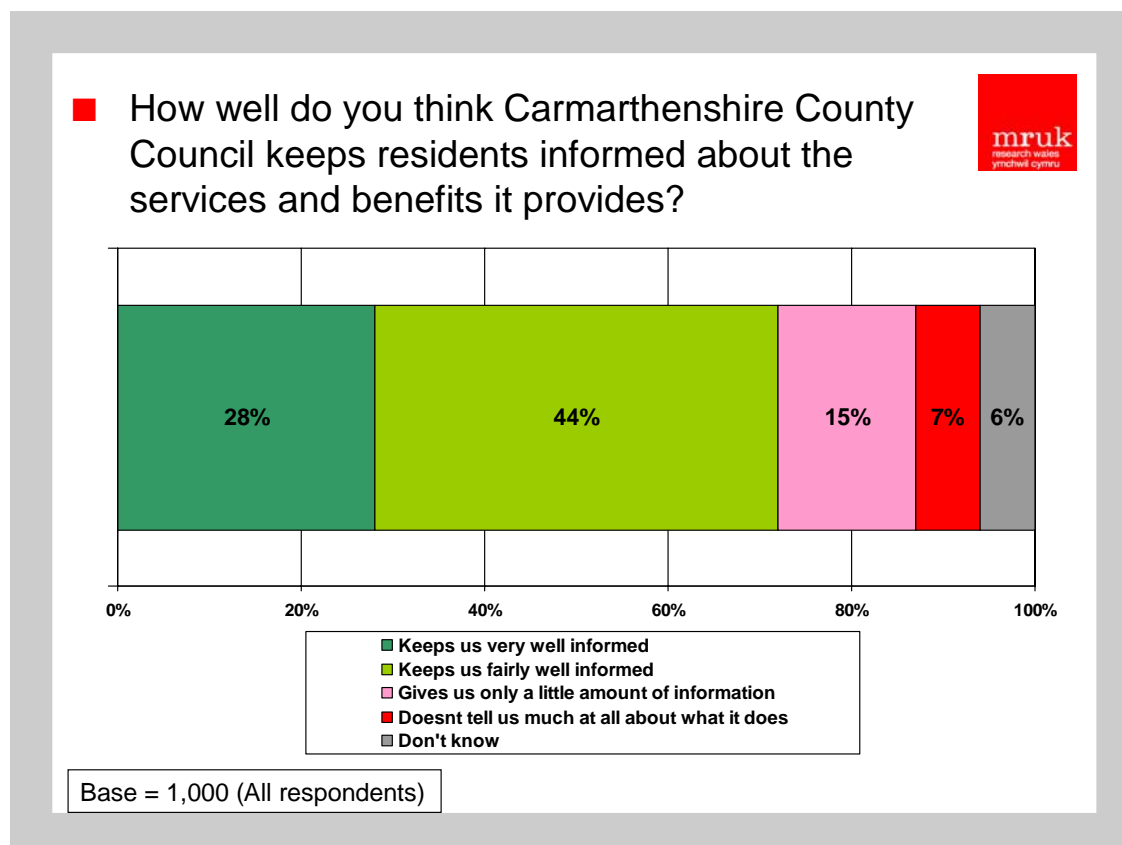
Figure 35



## Communications from the Council

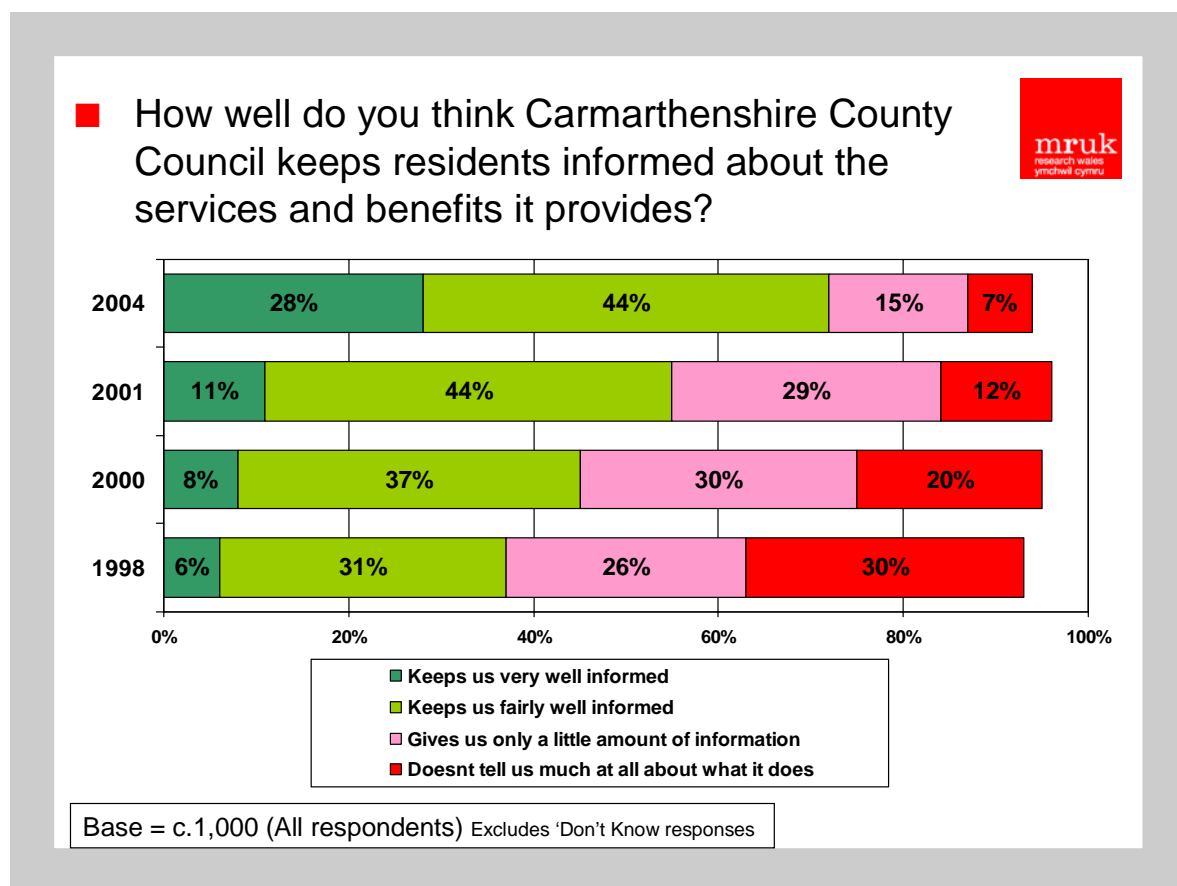
Respondents were generally happy with the information they received from the Council, with almost three-quarters saying the Council kept them ‘very’ or ‘fairly’ well informed. (Figure 36)

Figure 36



More respondents feel that they are kept well informed by the Council than in previous surveys; the percentage of respondents who feel the Council keep them “very well informed” has almost trebled since the 2001 survey. (Figure 37)

Figure 37



The most popular source of information about Carmarthenshire County Council was the Community News, cited by 62% of respondents – almost double that of the 2001 survey. (Figure 38 / Table 5) This was less likely to be cited by respondents under 35; those living in Gwendraeth were more likely to use this as a source of information than respondents in other regions.

Residents in Tywi were more likely than those in other regions to use the A-Z of Services as the Carmarthen Journal as a source of information; those living in Llanelli were more likely to use the Llanelli Star.

Figure 38

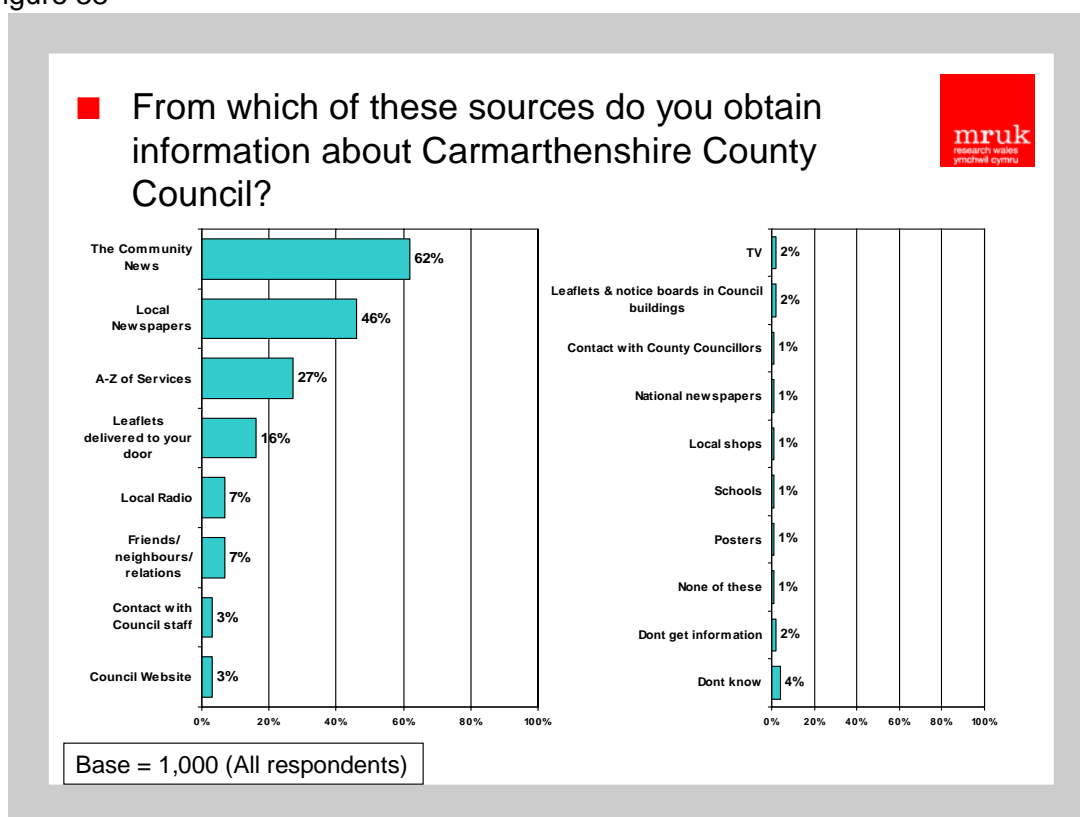


Table 5

Local Newspapers	
Llanelli Star	19%
Carmarthen Journal	15%
Other local paper	5%
Western Mail	3%
Evening Post	3%
South Wales Guardian	1%
Local Radio	
Scarlet FM	3%
Radio Carmarthenshire	2%
Other local radio	2%

## Council Publications

More than half of those surveyed regularly receive a copy of Community News delivered through their door, although this was less than the previous survey (64%). (Figure 39) Likelihood of receiving a copy increased with age.

Approximately half of those who received the publication said that they read all, or nearly all, of it; almost a quarter read a bit of it, both of these figures show an increase from that of the 2001 survey. Just 3% did not look at it at all, half that of the 2001 survey. (Figure 40)

Residents living in Gwendraeth were more likely than those in other areas to read all of Community News, as were older residents.

Overall, those who received Community News were satisfied with the publication, with 82% describing themselves as 'very' or 'fairly' satisfied. (Figure 41) Just 3% described themselves as dissatisfied.

Figure 39

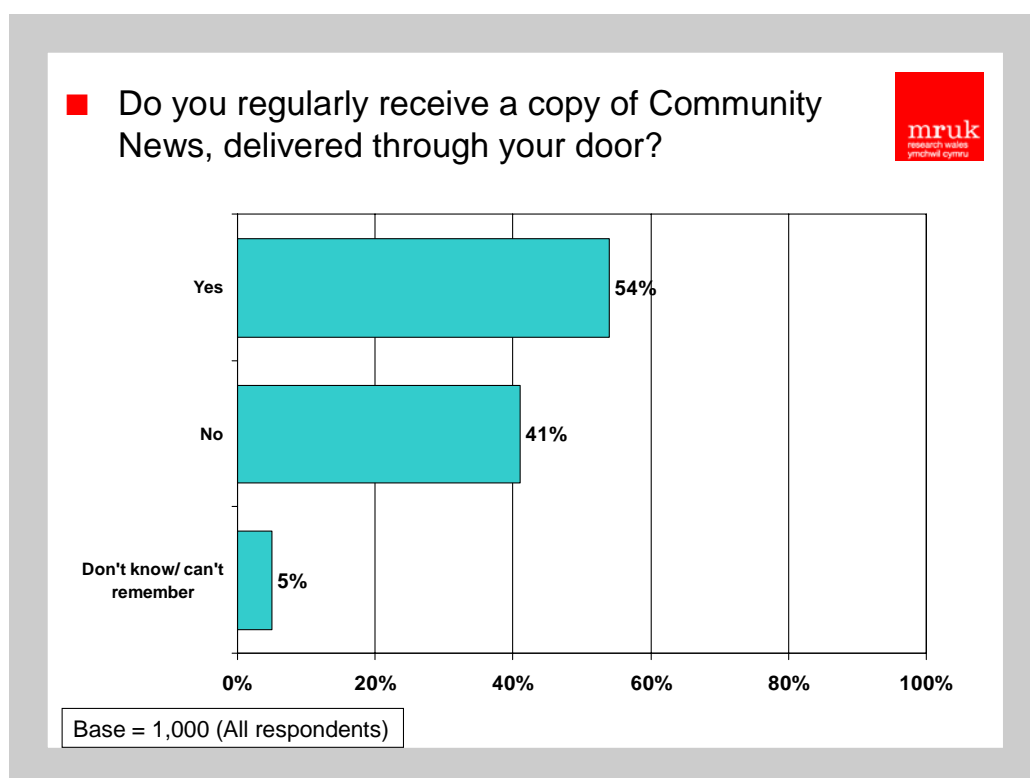


Figure 40

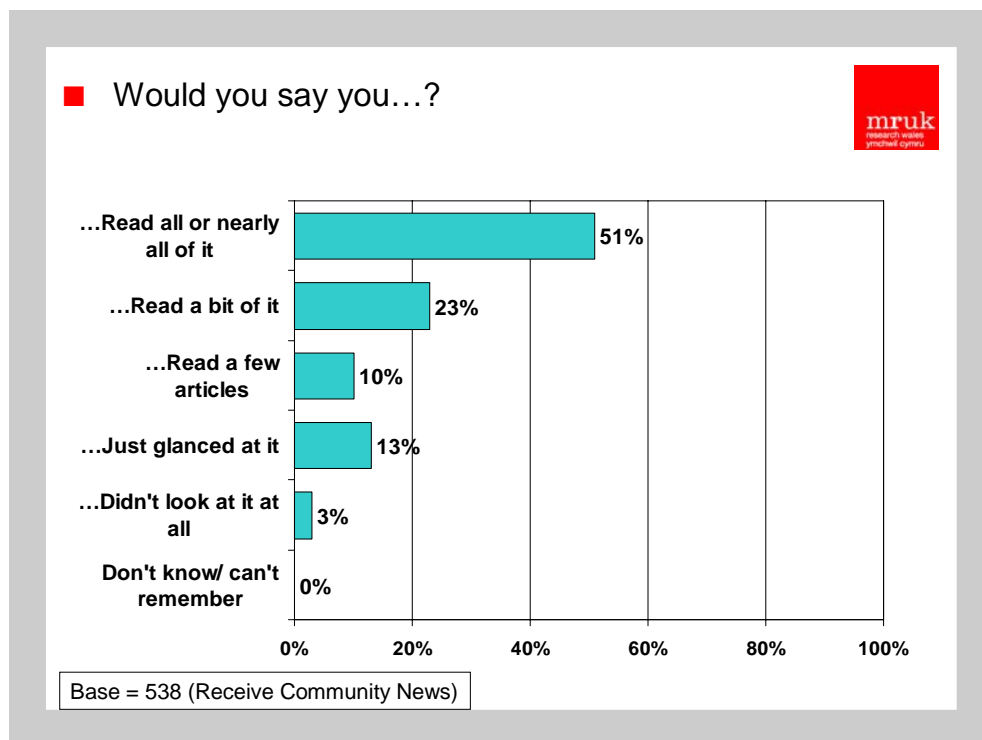
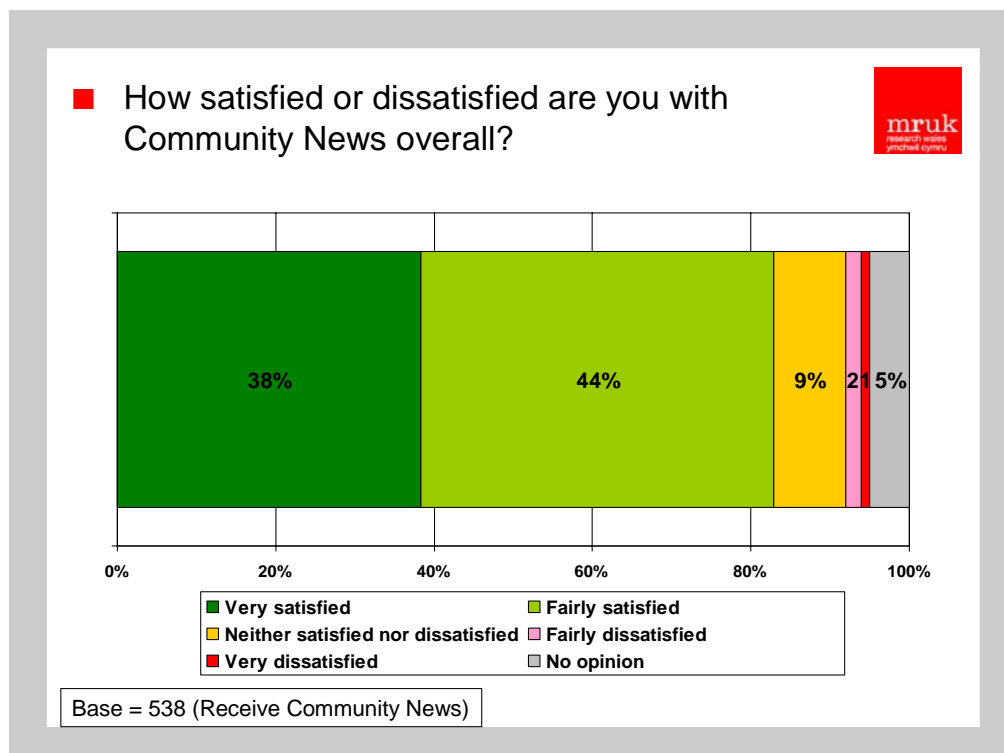


Figure 41



Again, just over half of those surveyed had received a copy of the A-Z of Services through the door, on a par with the 2001 survey. (Figure 42)

Over 80% of respondents who received a copy of the A-Z of Services kept it, with just 6% throwing it away. (Figure 43) Those aged 16-34 were less likely to keep the copy than older respondents.

Over half of all respondents were very satisfied with the publication; no-one rated themselves as dissatisfied – an improvement on the 2001 survey. (Figure 44) Those aged 16-34, and respondents living in Llanelli were less likely to be satisfied; women, and those in Social Grades ABC1 were more likely to be satisfied with the publication.

Figure 42

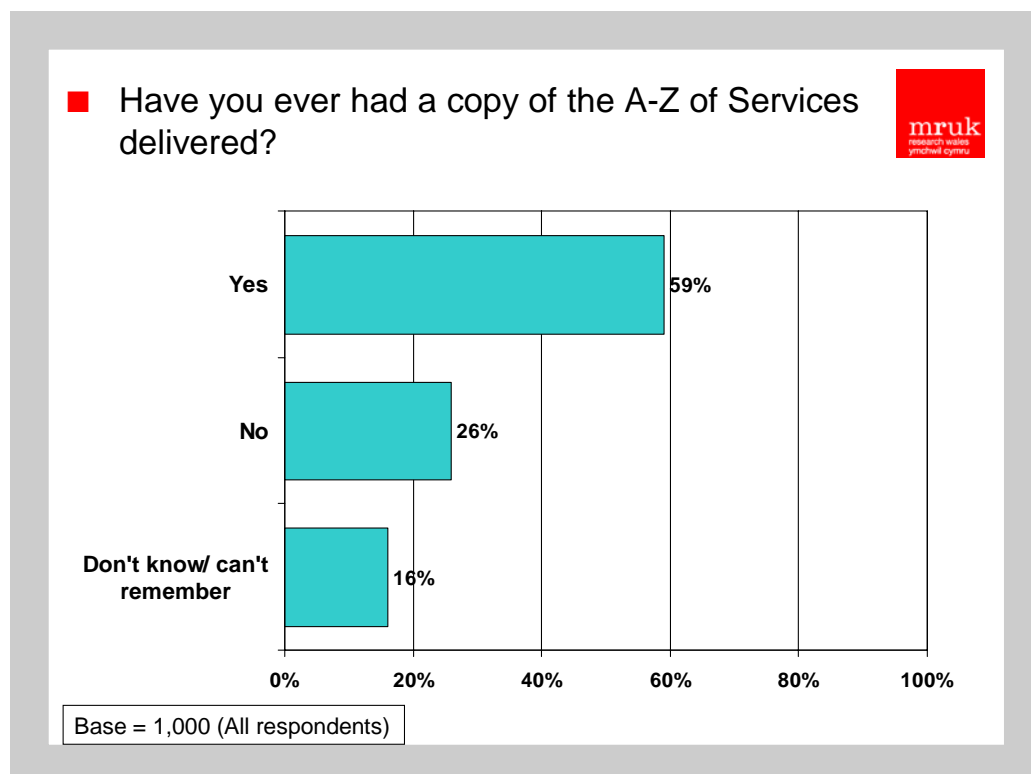


Figure 43

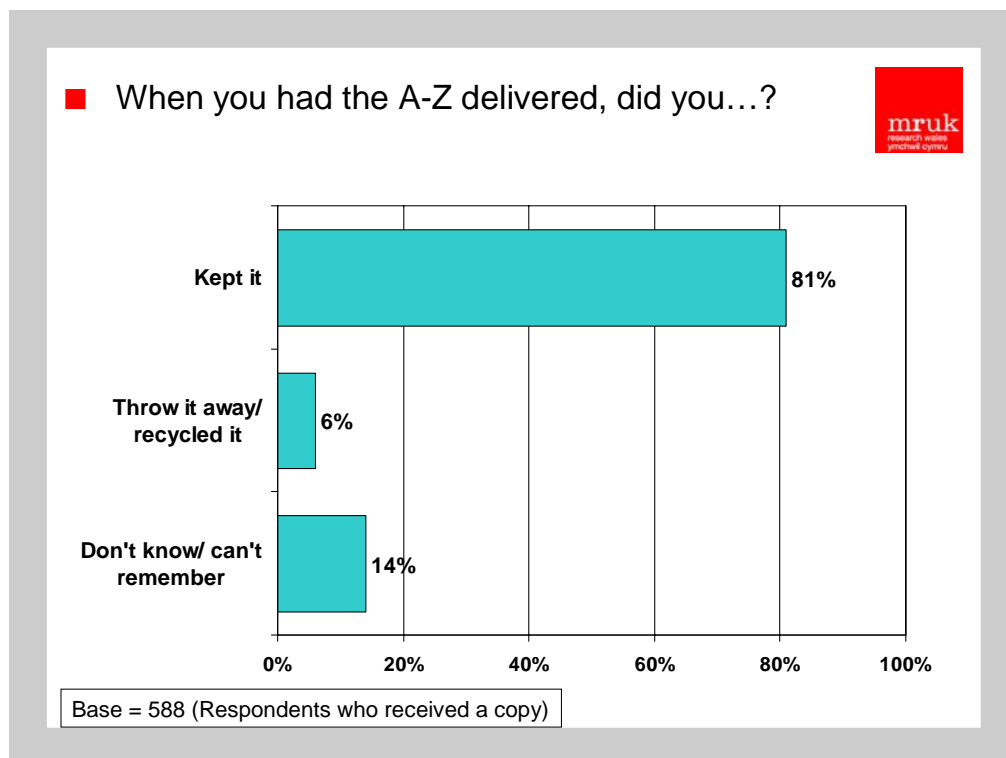
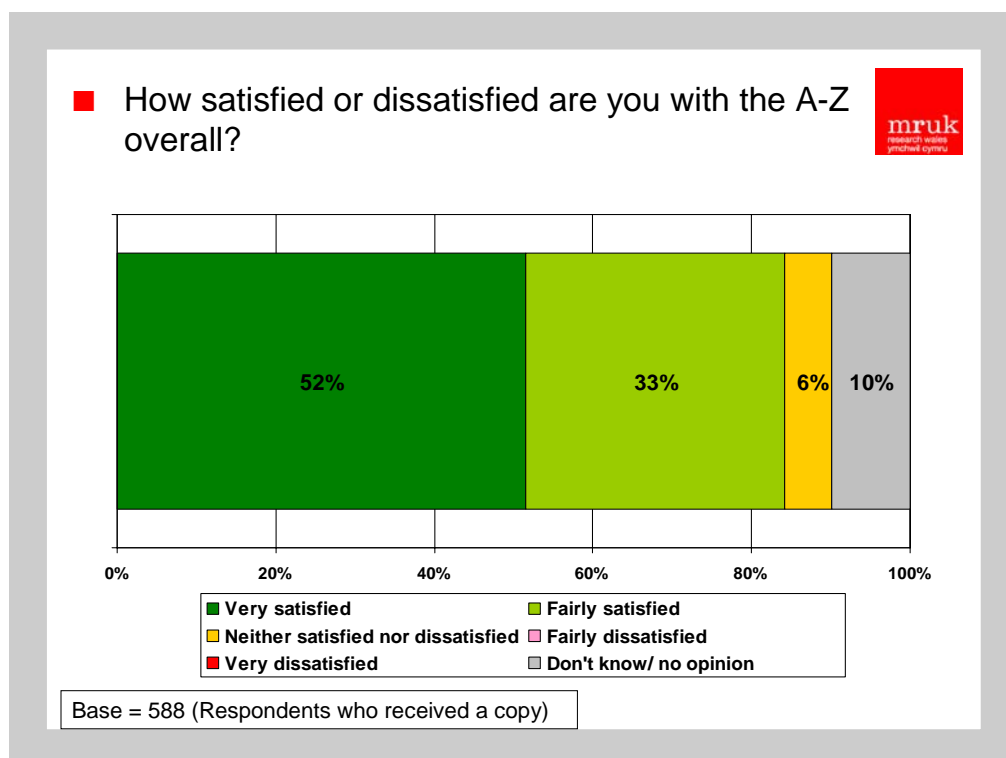


Figure 44



## Community Safety

Respondents were asked how safe they feel in the areas where they live, both during the day and after dark. (Figure 45)

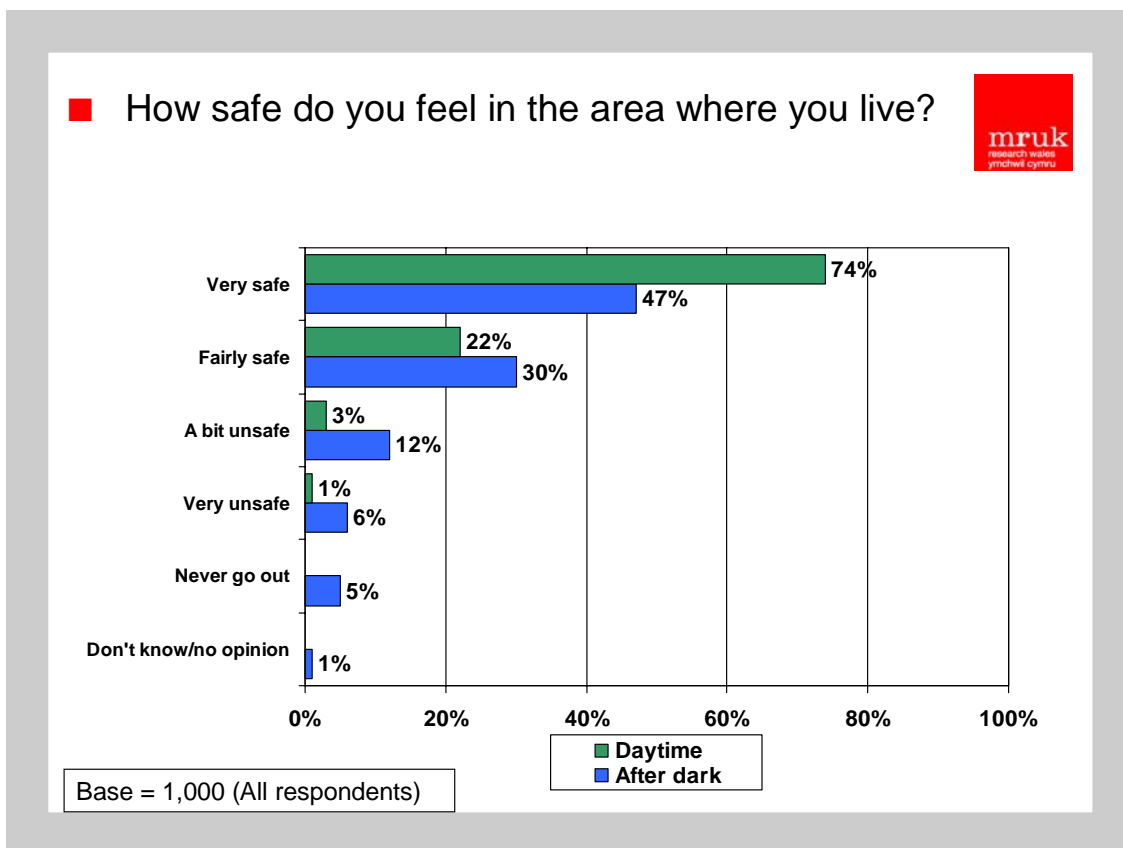
Approximately three-quarters of all respondents said they felt 'very' safe during the day, with a further 22% saying they felt 'fairly' safe. Just 4% felt unsafe, and no-one felt unable to go out during the daytime, reflecting the findings of the previous survey.

Just under half of all respondents (47%) felt 'very' safe after dark, with a further 30% feeling 'fairly' safe. Almost a fifth of those surveyed felt unsafe after dark, a slight increase from the 2001 survey, with 5% of respondents saying they never went out after dark.

Women and respondents living in Llanelli were less likely to feel 'very' safe after dark. Those living in Taf Myrddin were more likely than respondents in other areas to say they would never go out after dark, again reflecting the 2001 survey.

There was a slight drop in the percentage of men who said they feel safe after dark from the previous survey – 83% in 2005 down from 90% in 2001 (the percentages of women feeling safe after dark were 73% in 2005 compared to 77% in 2001).

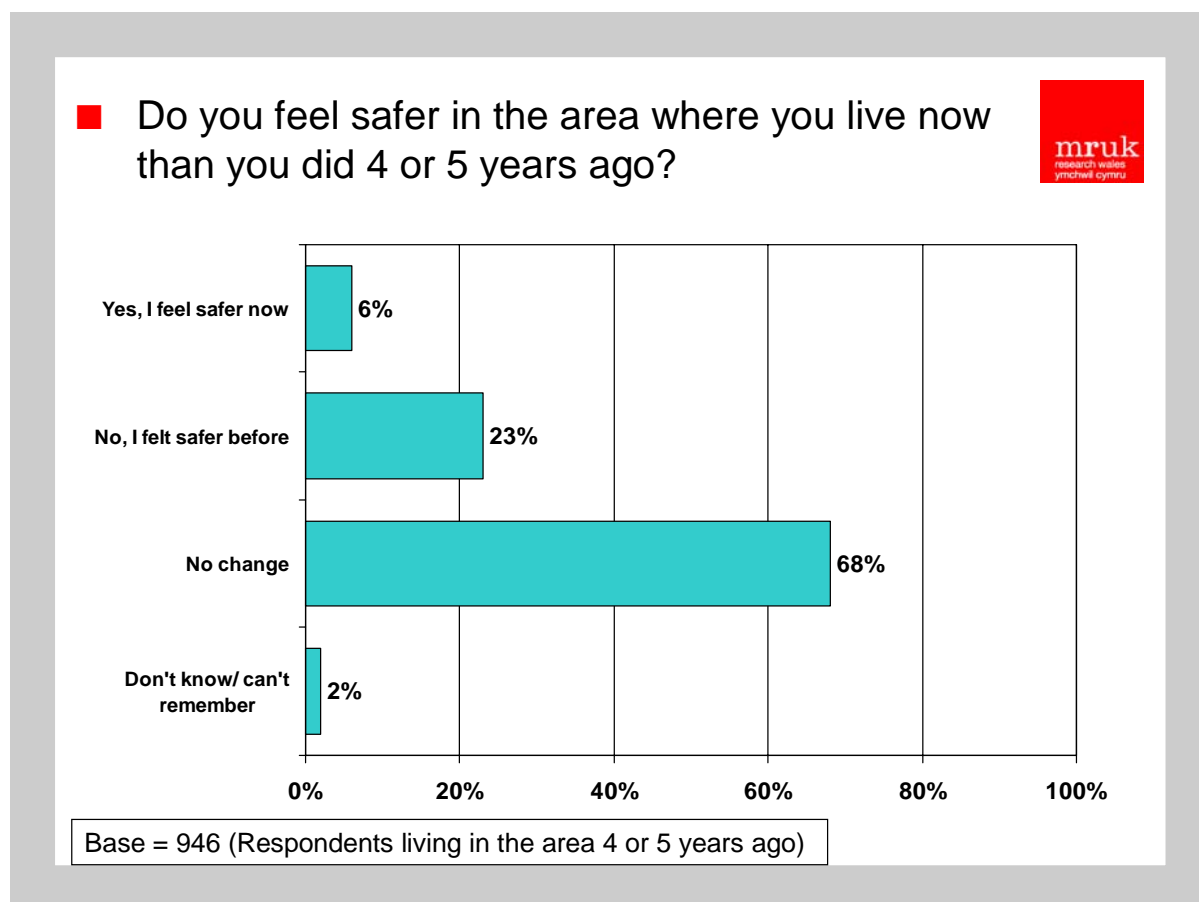
Figure 45



Approximately two-thirds of respondents felt as safe as they had done 4 or 5 years previously (Figure 46). Almost a quarter felt less safe now than they had before; this increased with the age of the respondent.

Those living in Tywi were less likely than those in other areas to say they felt safer 4 or 5 years ago.

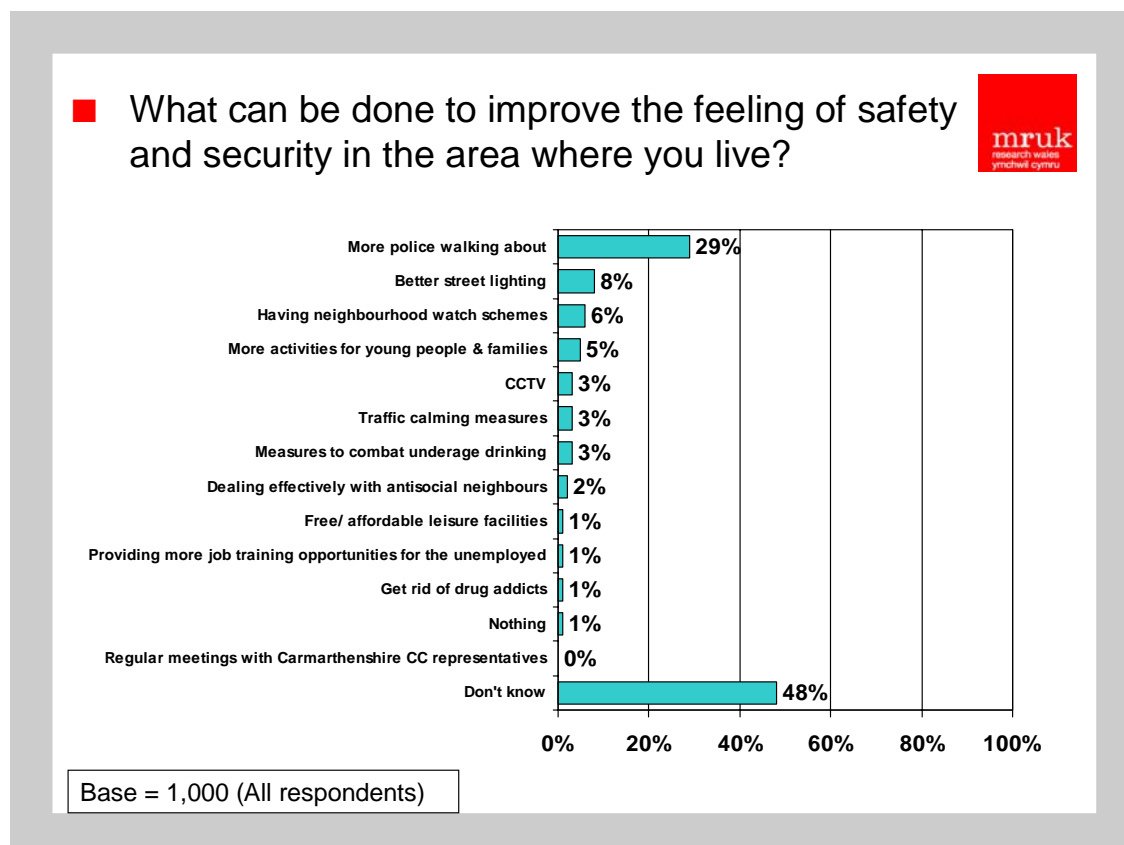
Figure 46



When asked what could be done to improve the feeling of safety and security in the area where they live, almost half of those surveyed said they didn't know. (Figure 47)

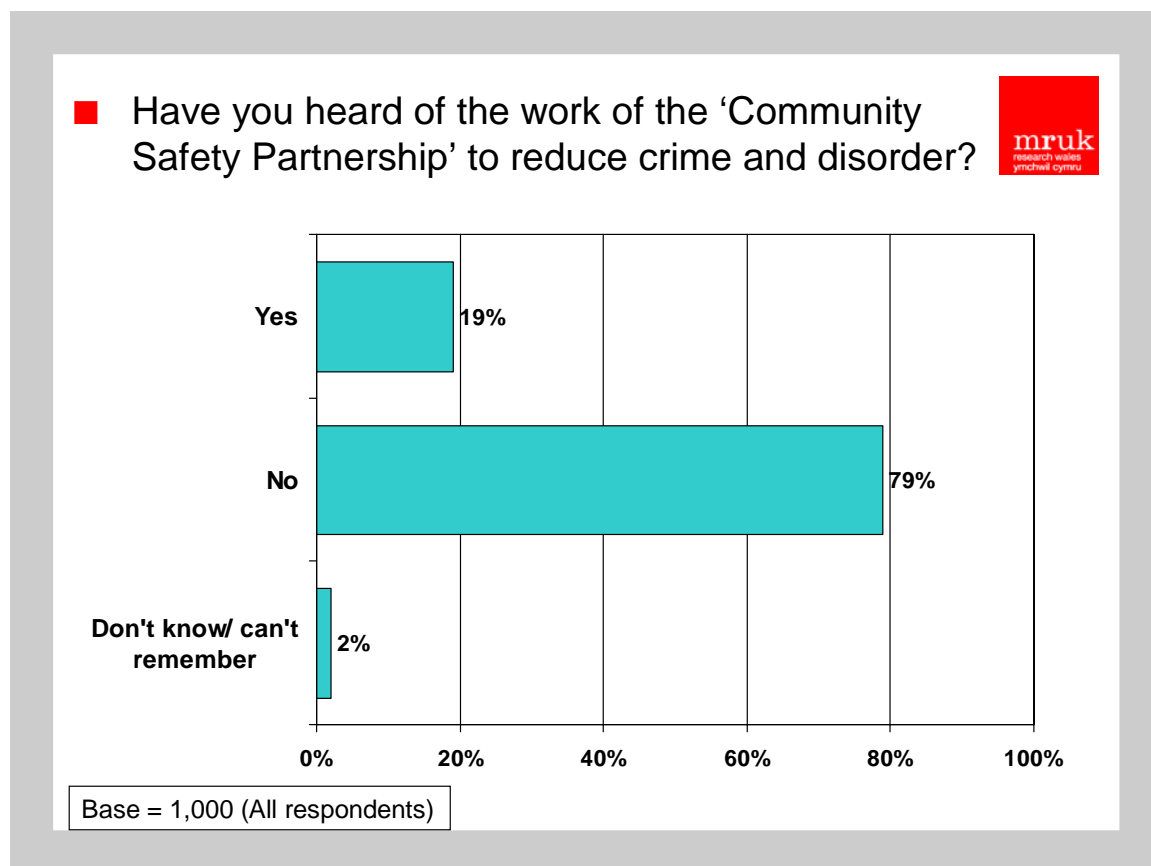
Almost a third of respondents wanted to see "more police walking about"; this was more likely amongst residents living in Llanelli, but less likely amongst those living in Teifi.

Figure 47



Respondents were asked if they had heard of the work of the Community Safety Partnership to reduce crime and disorder. (Figure 48) Just under a fifth of respondents said they had; those living in Llanelli were more likely to have heard of the Partnership, whilst those living in Teifi were less likely to have done so than those in other areas.

Figure 48



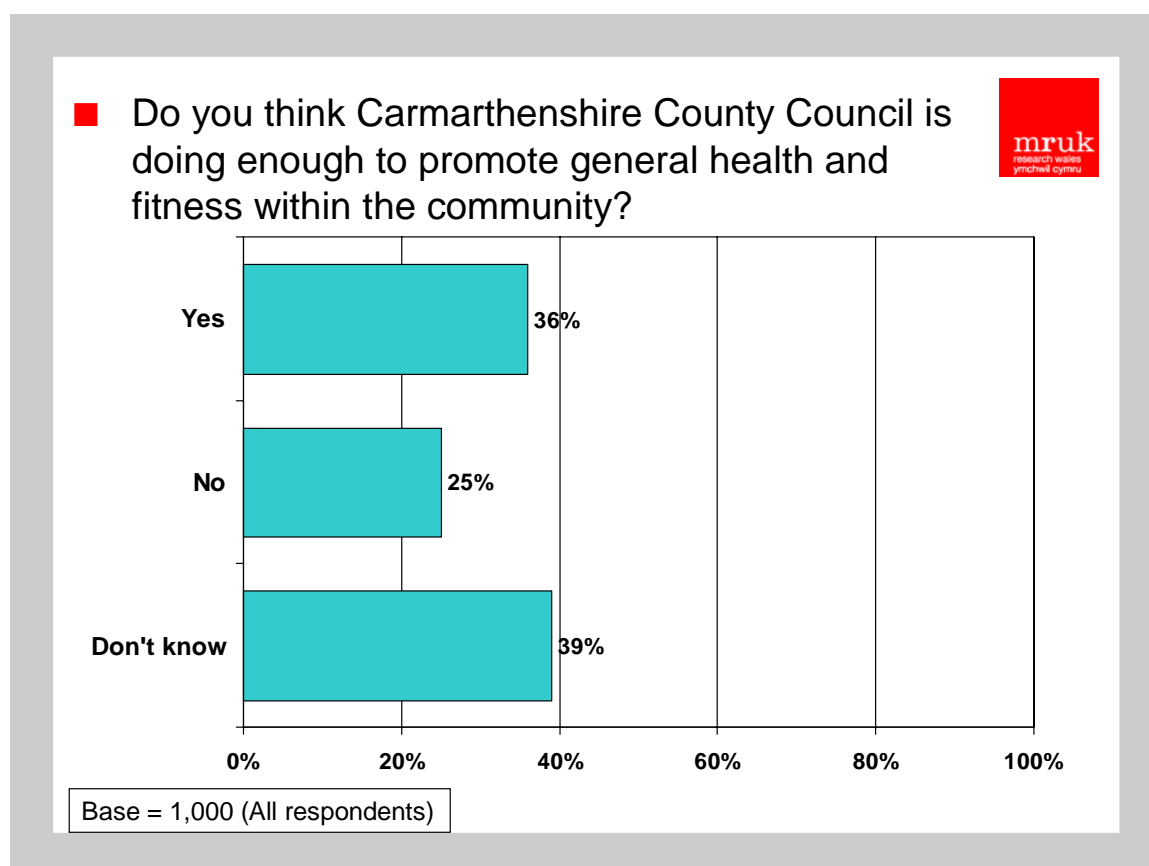
## Welfare

Respondents were split as to whether they felt Carmarthenshire County Council was doing enough to promote general health and fitness in the community. (Figure 62)

Approximately a third of respondents felt the Council was doing enough, while a quarter felt that not enough was being done. Almost two in five respondents did not give an opinion.

Those living in Teifi and Aman were less likely to say that not enough was being done.

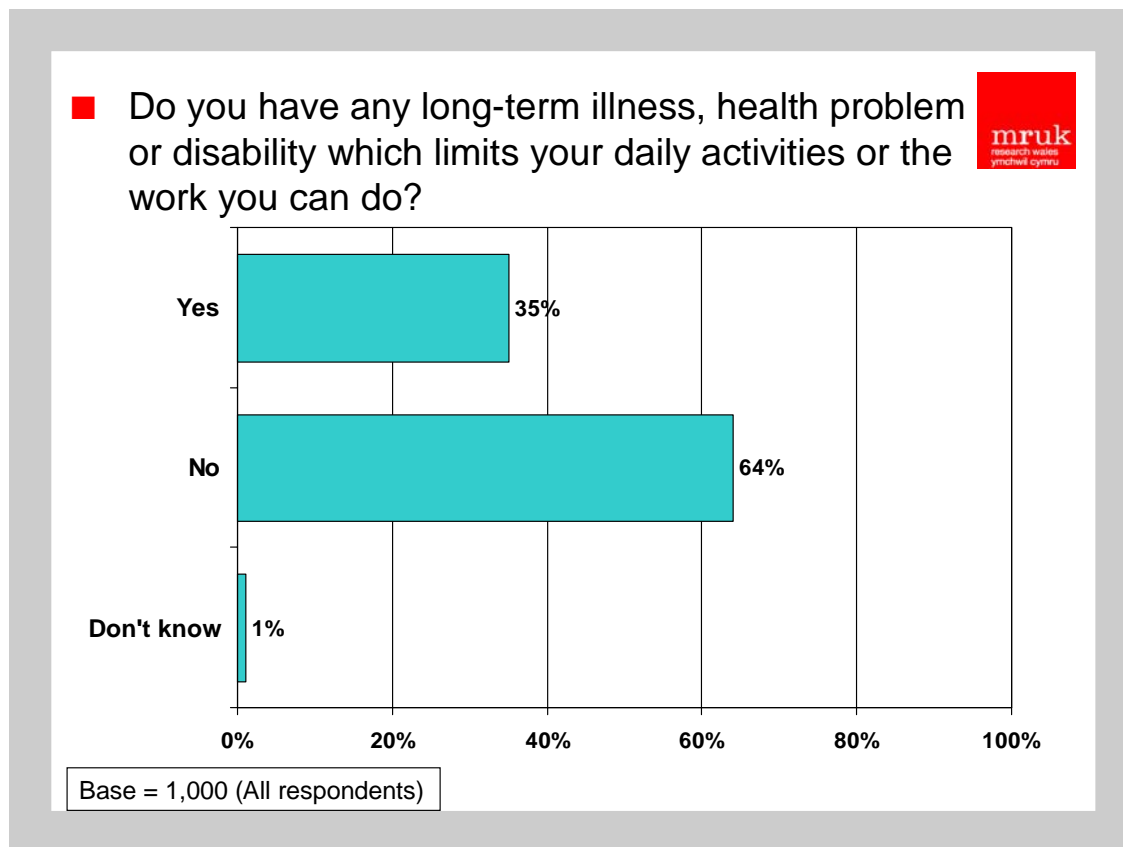
Figure 62



## Information about the Respondent & Their Household

Approximately a third of respondents said they had a long-term illness, health problem or disability which limits their daily activities or the work they can do. (Figure 66) This was more likely to increase with the age of the respondent.

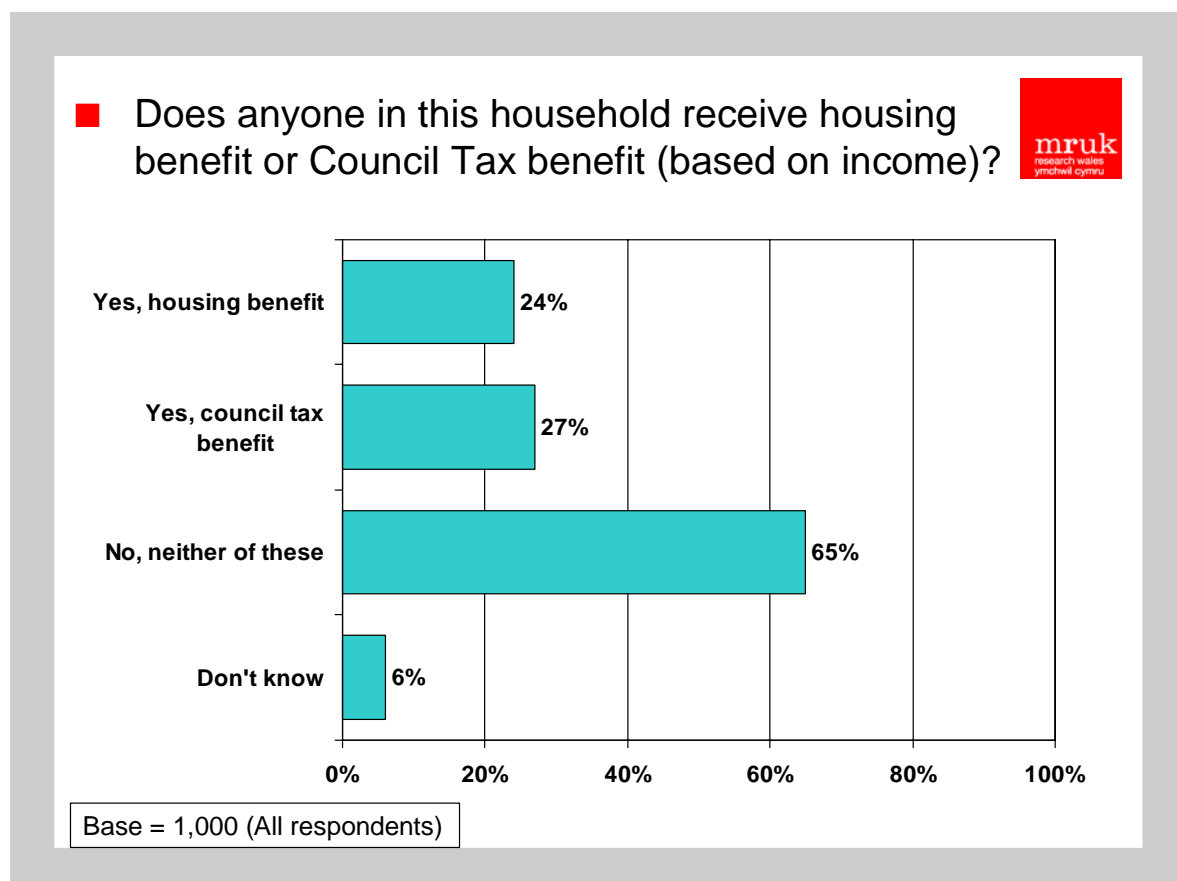
Figure 66



Around a quarter of respondents received either housing benefit and/or council tax benefit (based on income), while 65% received neither of these. (Figure 67)

Respondents living in Tywi were more likely to receive neither of these benefits.

Figure 67



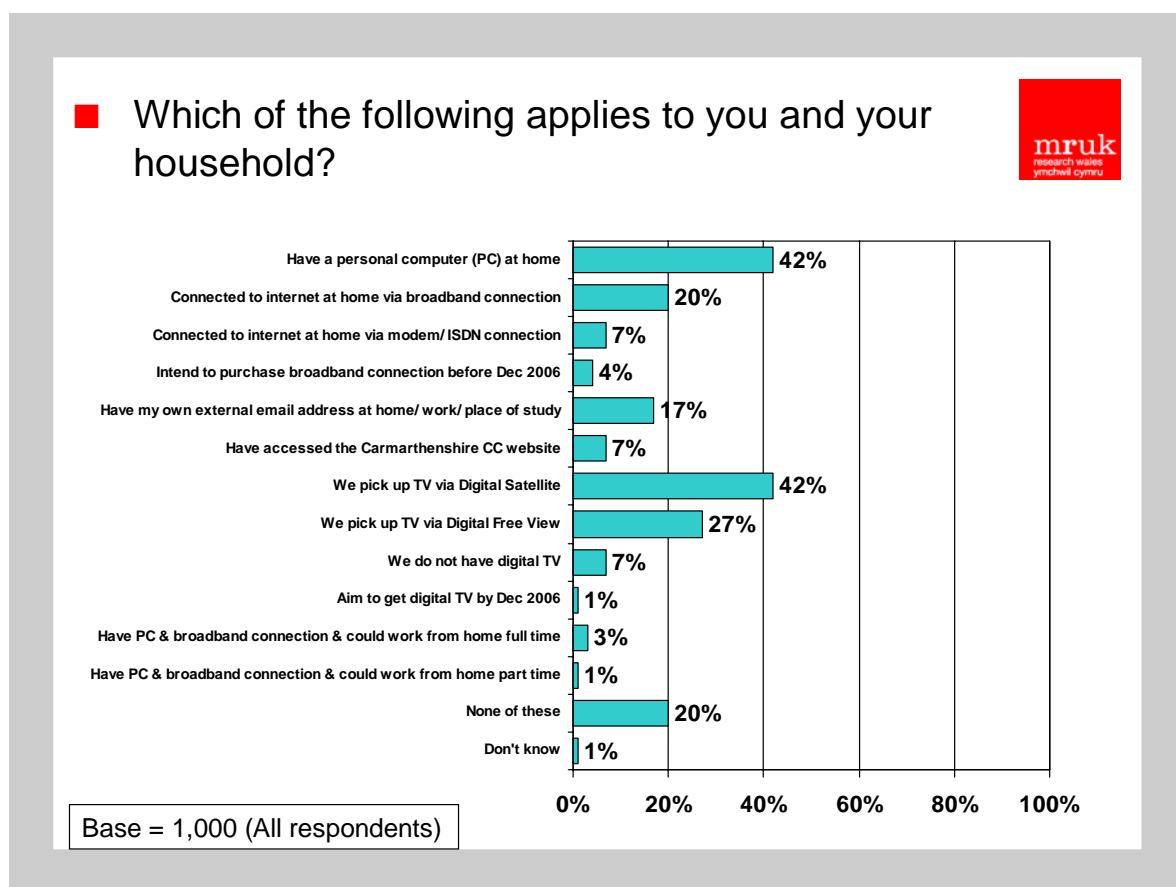
Respondents were shown a series of statements regarding access to the internet, digital television, and other, similar services, and asked to identify which applied. (Figure 68)

Over two in five respondents had a personal computer at home. Those living in Tywi were more likely to have this than respondents living in other areas.

A similar number of respondents were able to get digital TV via digital satellite. Those living in Gwendraeth were less likely to do so than respondent in other areas.

Respondents aged 55 or over were less likely to have a PC or TV via digital satellite at home than those aged 54 or less.

Figure 68



Over half of those surveyed had access to 1 car, with a further 21% having access to 2 cars; 4% of respondents had access to 3 or more cars. (Figure 69)

Almost a quarter of respondents did not have access to a car; those over 55 were more likely to have no access to a car than younger respondents. Respondents in Social Grades ABC1, those living in Tywi, and men were less likely than other demographic groups to have no access to a car.

Seven in ten respondents used a private car/van on a regular basis for local journeys. (Figure 70) A fifth of respondents used the bus, although those aged 35-54 were less likely to do so than those in other age categories.

Respondents living in Llanelli were more likely to use buses and/or taxis than those living in other regions.

Figure 69

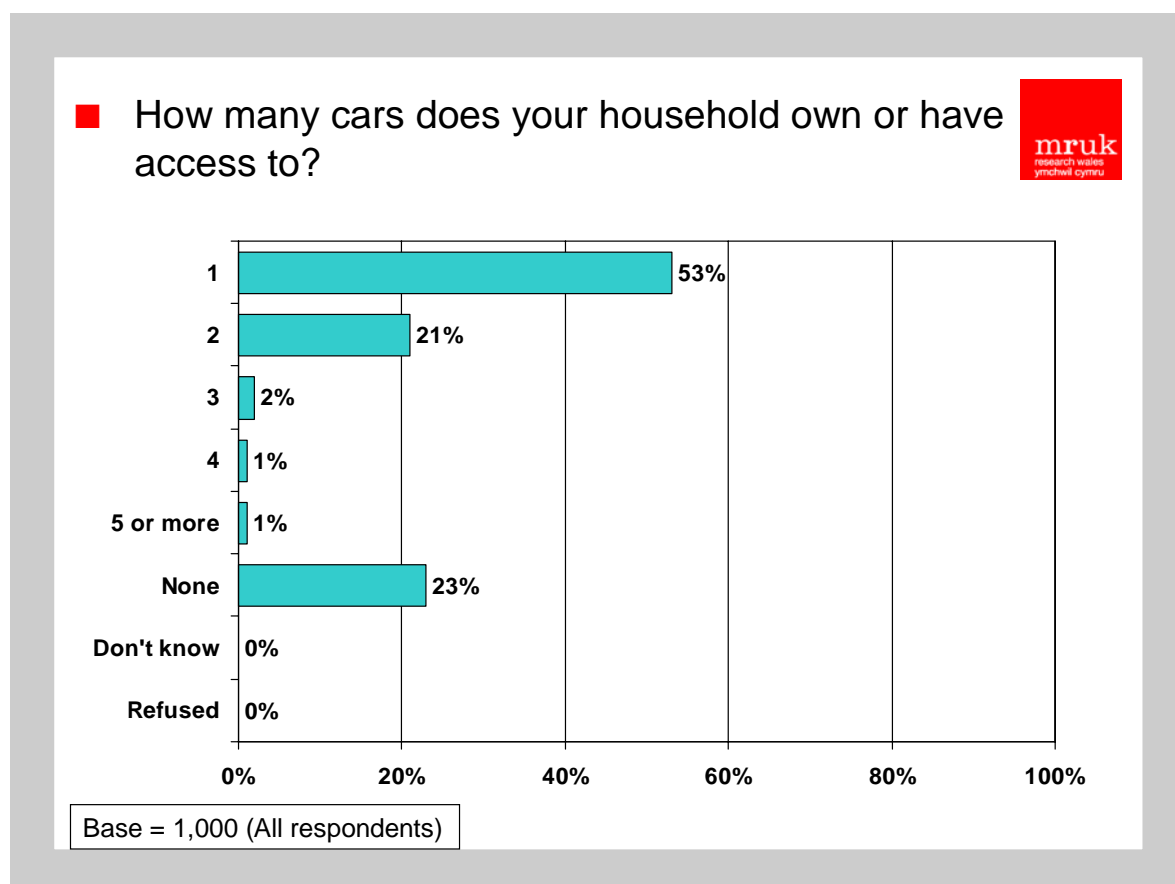
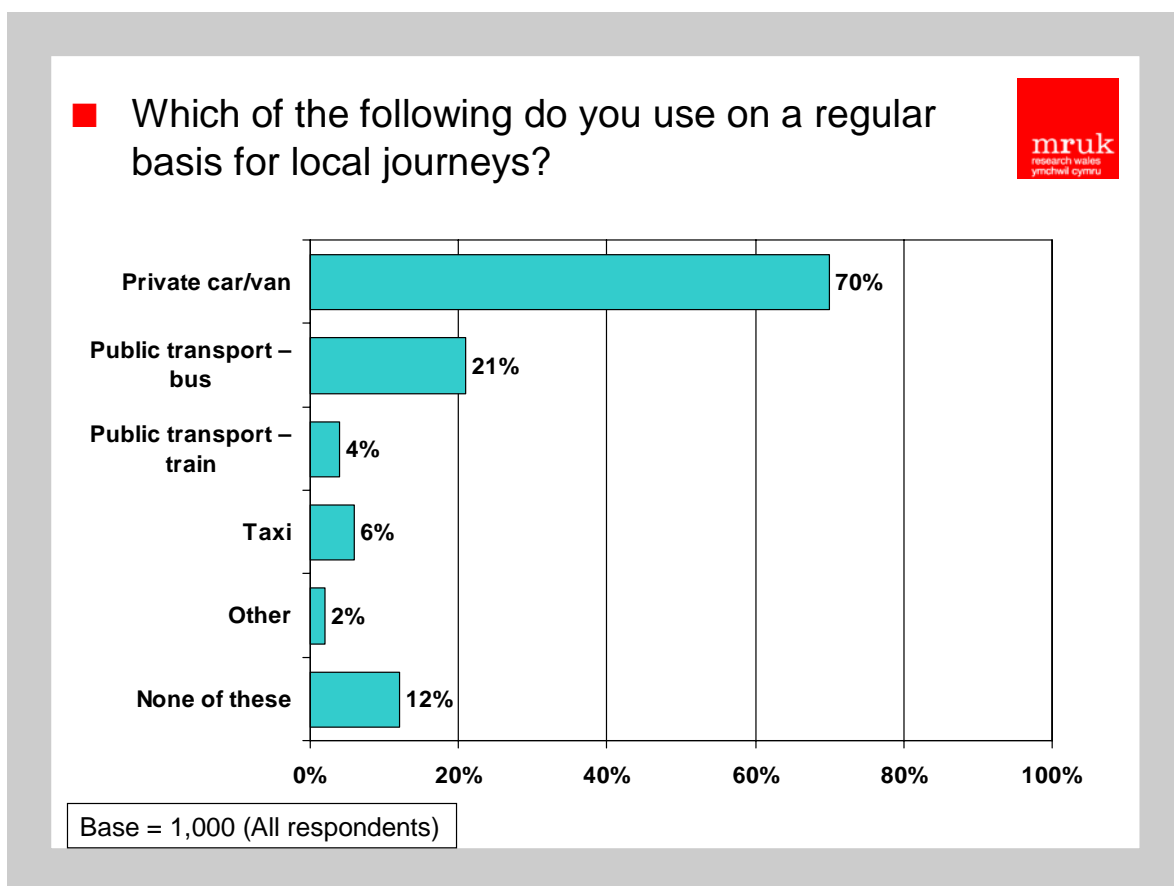
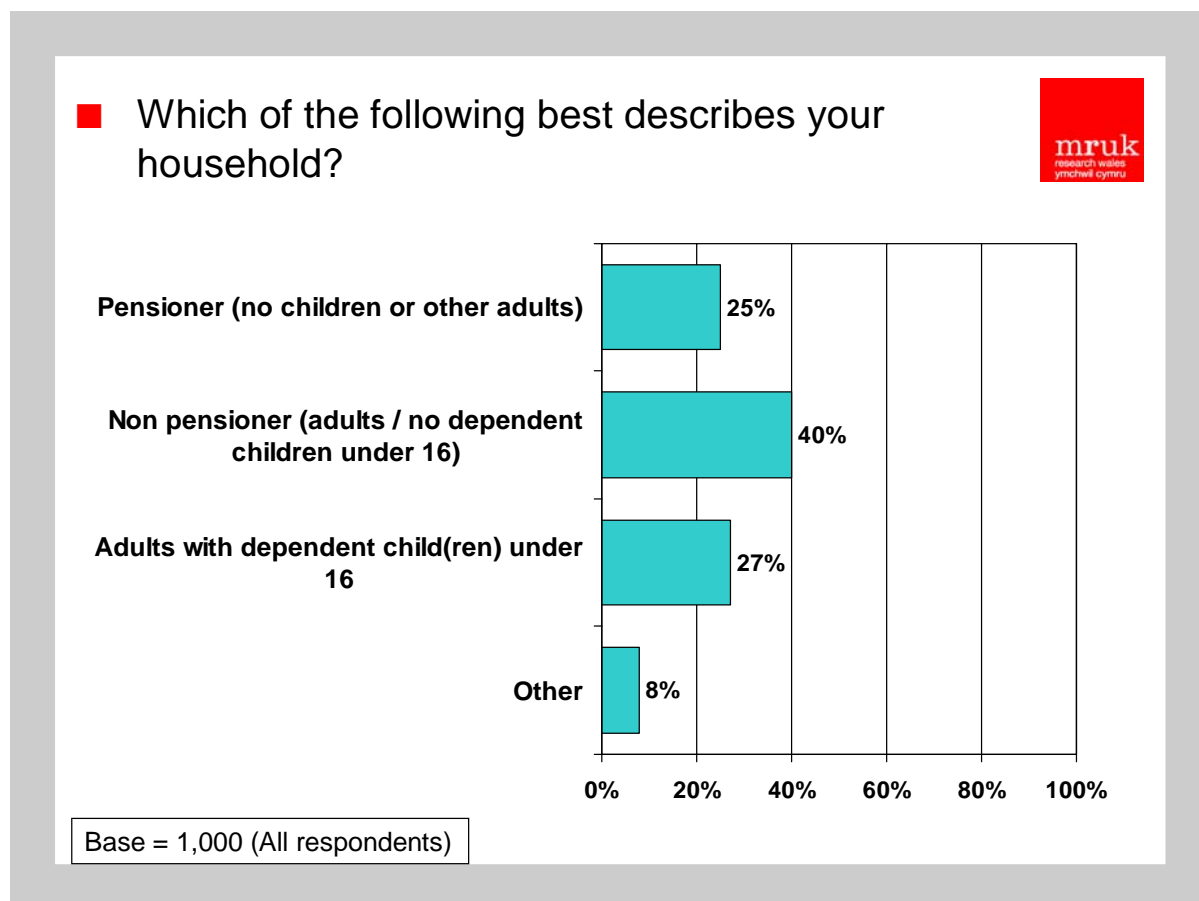


Figure 70



A quarter of those surveyed described their household as consisting of pensioners only, with no other adults or children; two in five households were non-pensioner adults with no dependent children. Just over a quarter of households (27%) comprised adults with dependent children. (Figure 71)

Figure 71



Over half of those surveyed lived in a 2-person household; around a quarter of respondents lived alone. Less than a fifth of respondents lived in a household of 3 or more people. (Figure 72)

Over half of the households surveyed had no-one under the age of 24. (Figure 73) This was more likely in Aman, and less likely in Tywi.

Figure 72

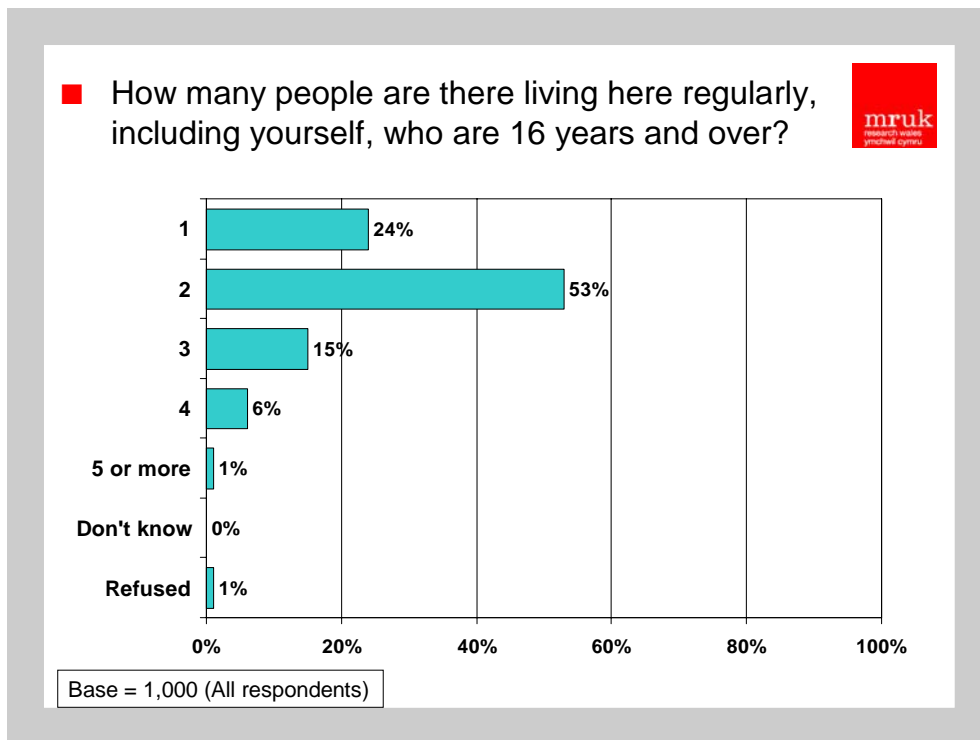
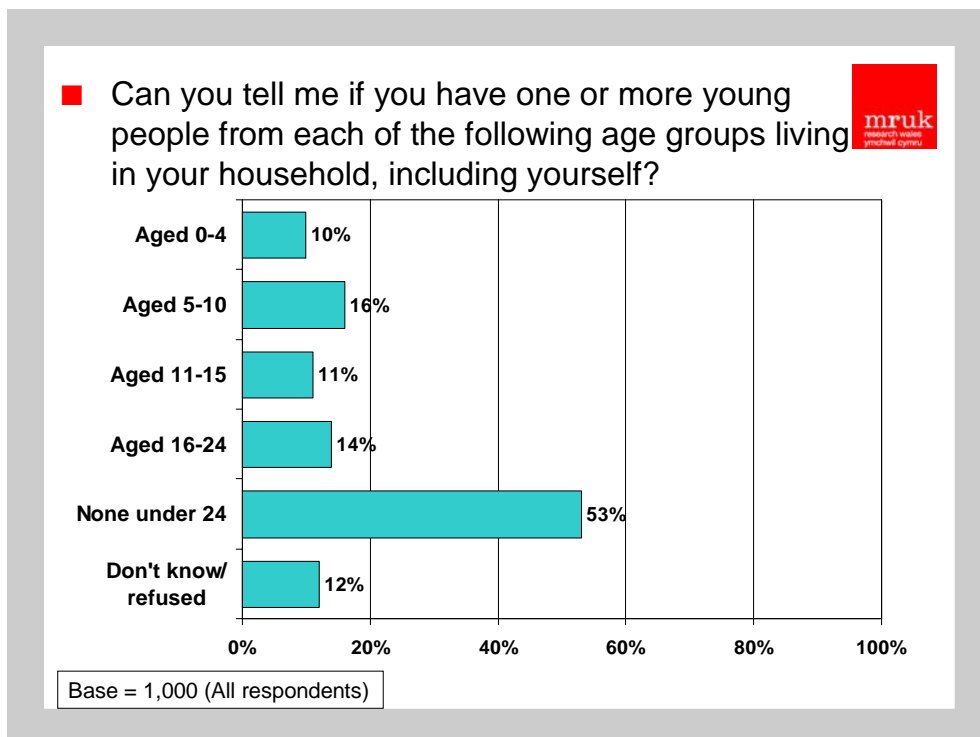
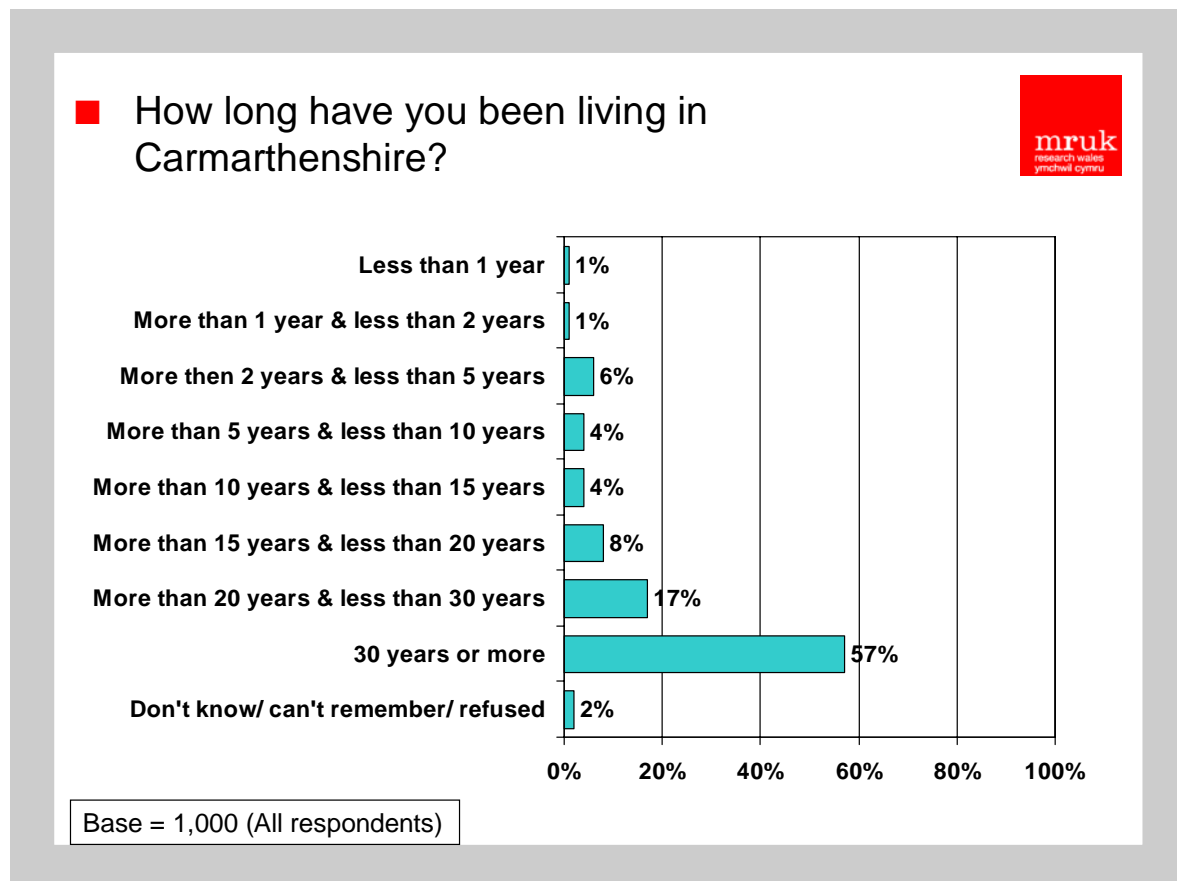


Figure 73



Over half of those surveyed (57%) had lived in Carmarthenshire for 30 years or more. (Figure 74) Just 1% had lived in the county for less than a year.

Figure 74



## Summary of Results

Overall, residents of Carmarthenshire were satisfied with their neighbourhood as a place to live, with 88% describing themselves as 'very' or 'fairly' satisfied.

Satisfaction levels tended to be slightly lower amongst 16-34s, those without access to a car, and residents living in Taf Myrddin.

In terms of facilities in the region, over four in five respondents were satisfied with shopping facilities; just under half were satisfied with Leisure facilities and Transport services.

Older respondents (55 or over) were less likely to be satisfied with Leisure facilities and Transport services than younger respondents (under 55).

Three-quarters of respondents recognised the prompted range of services provided by the Council to be of importance. Services considered to be most important were refuse collection, road maintenance/repairs, street lighting and street cleaning.

Satisfaction with services used was generally high. The service generating the lowest level of satisfaction was Youth projects/Clubs & Other facilities for Young People, with just over a third of households using these facilities describing themselves as 'very' or 'fairly' satisfied, compared to 47% describing themselves as 'very' or 'fairly' dissatisfied.

Satisfaction with Council services had generally increased from 2001; just 3 of the comparable services listed showed a reduction in satisfaction – Leisure Centres/Swimming Pools, Adult Education/Community Education Centres, and School Transport.

Overall, 78% of all respondents were 'very' or 'fairly' satisfied with the services provided by Carmarthenshire County Council (one of the Council's Performance Indicators).

Just 13% of respondents surveyed had used the Council's website.

The Council performed well in terms of its image amongst residents (further Performance Indicators). More than half of the respondents agreed that the Council "is good at providing services in Welsh & English" (80%), "the quality of Council services is good overall" (65%), "the Council is approachable & friendly" (60%, NOT a Performance Indicator), and "the Council does a good job of caring for local people" (52%).

Just under half agreed that "the Council gives local people good value for money" (49%), with a further 24% neither agreeing nor disagreeing with the statement.

The 2005 survey recorded the most favourable results for these 5 Performance Indicators over the previous 6 years.

Less than a quarter of respondents agreed that "the Council is too remote & impersonal".

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Fewer than half of the respondents knew who their local Councillor is; older respondents were more likely to know this than their younger counterparts.

When contacting the Council, most respondents chose to use the telephone, and to use English. 13% of respondents preferred to use Welsh; this was half of those who were able to speak, read and write Welsh 'very well'.

Most non-Welsh speakers had no interest in learning the language.

Approximately a quarter of those surveyed had contacted Carmarthenshire County Council within the last year. Almost all contacted the Council offices, rather than their local Councillor, with more than 70% doing so by telephone.

The majority of those contacting the Council, either by phone or in person, were able to find the contact details easily, and were easily able to get hold of the right part of the organisation. They were satisfied with the speed, quality and efficiency of the response, and the staff, with regard to their attitude, and their ability to deal with the response in the language of the respondents' choice.

Those visiting the Council in person tended to be less satisfied with the quality of the response than those using the phone.

Of those whose query had been resolved, respondents contacting the Council by phone tended to be more satisfied with the outcome of the response than those doing so in person.

Satisfaction with the outcome of the response, polite & helpful staff, efficiency of the process of contacting the Council, and the ease of getting hold of the right part of the organisation were all on a par with previous surveys.

Fewer than one in ten respondents had made a complaint about the Council or its services; just under half the complainants were satisfied with the process in which the complaint was dealt.

A further 7% had wanted to complain, but had not done so, half of these because they felt nothing would happen if they did.

The majority of respondents felt they were kept well informed by the Council; the percentage saying they were kept 'very' well informed was significantly higher in 2005 than in previous surveys. Most respondents got information from the Council publications Community News and the A-Z of Services, or the local press.

Over half of those surveyed had received copies of both Council publications. 51% of respondents read all of Community News, and over 80% were satisfied with the paper.

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Most respondents kept their copy of the A-Z of Services, and over half of all respondents were satisfied with the publication.

Over 90% of respondents felt safe in the area where they live during the daytime, and more than three-quarters felt the same way after dark. Over two-thirds of respondents felt as safe in the area where they lived as they had done 4 or 5 years ago.

Almost half of respondents had no suggestion to improve the feeling of safety and security in their local area; three in ten wanted to see an increase in the number of police on the beat.

Around a fifth of respondents were aware of the Community Safety Partnership.

Over 80% of respondents were unaware that there was a single number to call Dyfed Powys Police in non-emergencies.

With regard to Neighbourhood Policing Teams, respondents considered their neighbourhood to be either the streets/estate surrounding their home (35%), or the town/village in which they live (40%), and felt the Policing Teams should comprise Police Officers (65%) or Police staff/ Police Community Safety Officers (47%). Just over half the residents felt that all of the team should stay in the neighbourhood for a set period, rather than changing personnel.

Most respondents preferred to receive information regarding neighbourhood policing via leaflets delivered to their homes, and wanted to be consulted on policing issues either through meetings with local police officers or via postal questionnaires.

Just 20% of residents wanted to be involved with the development and implementation of 'action plans' to target problems within the community.

Around half of those surveyed were aware that the Environment Agency Wales is responsible for issuing flood warnings to people at risk of flooding; a third were aware of the Floodline service. More than half were aware of whether they live in a flood-risk area; just 3% had contacted either Floodline or the Environment Agency Wales with regard to flooding or flood warnings.

Almost 90% of respondents would be willing to report fly-tipping if they saw it being committed. A fifth of those who would not report fly-tipping felt that to do so would be 'too much bother'.

A quarter of respondents felt that the Council is not doing enough to promote general health and fitness within the community, compared to 36% who felt enough was being done.

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Around two in five respondents were not interested in doing a course for either personal or professional development. Those who expressed an interest were most likely to want to study on weekday evenings or mornings, and were willing to travel up to 5 miles to do so.

Around a third of all respondents suffer from a long-term illness, health problem or disability which limits their daily activities or the work they can do; this was likely to increase with the age of the respondent.

Two-thirds of respondents did not receive either housing or council tax benefits. Most households surveyed had access to a car; 23% did not, and these were primarily amongst older respondents. 70% of respondents regularly used a private car/van for local journeys.

Over 60% of the households surveyed did not include children under 16. 53% were comprised of 2 people; 24% of respondents lived alone.

Over 50% of respondents had lived in the county for 30 years or more; just 1% had moved to Carmarthenshire within the last year.

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## Conclusions

Residents in Carmarthenshire are generally happy with the area as a place to live, and the facilities available.

The findings of this survey indicate that, while the Council should continue to strive for improvement in the services and facilities it provides, there are no major causes for concern or areas in need of urgent change.

The Council performs well in terms of the Performance Indicators measured by the survey:

- 78% of respondents were very or fairly satisfied overall with the services provided by the Council
- 80% rated the Council as “good at providing services in Welsh & English”
- 65% agreed “the quality of Council services is good overall”
- 52% felt “the Council does a good job of caring for local people”
- 49% agreed “the Council gives local people good value for money”
- 44% disagreed that “the Council is too remote and impersonal”

All Performance Indicators that were included in previous Residents’ Attitude Surveys show an improvement in 2005.

Respondents also rated themselves as being better informed by the Council on the services and benefits it provides than in previous surveys. It is possible that there is a link between the increased awareness of the Council and the services it provides, and the improved opinions towards the Council.

Some improvements could be made to further strengthen public satisfaction amongst the Council’s key Performance Indicators.

Level of awareness of individual local Councillors could, perhaps, be increased to help reduce the feeling of the Council being too remote and impersonal.

Satisfaction with Council Publications was high, although a significant proportion of those surveyed did not receive a copy of Community News (41%) or the A-Z of Services (26%). By improving circulation of these Publications, there is a potential for awareness, and positive opinion, of the Council and its services to increase.

Of the minority of respondents who had contacted the Council with a query or problem, most were able to do so via their preferred methodology, in the language of their choice, and most were happy with the process and outcome of this contact. There was, however,

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a perception amongst some of those reluctant to contact the Council, that doing so would be a waste of time. Publishing the findings, particularly satisfaction levels, from those who had contacted the Council may help encourage those less inclined to do so.

## Appendix A Respondent Demographics

Base		1,000	Quota
		%	%
Gender	Male	47%	50%
	Female	53%	50%
Age	16-34 years	29%	33%
	35-54 years	34%	33%
	55+ years	37%	33%
Social Grade	AB	13%	
	C1	21%	
	C2	25%	
	DE	42%	
Location	Teifi	6%	6%
	Aman	15%	15%
	Gwendraeth	17%	17%
	Llanelli	32%	32%
	Taf Myrddin	20%	20%
	Tywi	10%	10%
Ethnicity	White – Welsh	60%	
	White – British	31%	
	White – English	7%	
	White – Scottish	1%	
	White – Irish	<1%	
	Any other white background	<1%	
	Mixed – White & Asian	<1%	
	Any other mixed background	<1%	
	Asian – Indian	<1%	
	Refused	<1%	
Working Status	Full-time employment	30%	
	Part-time employment	10%	
	Unemployed – seeking work	3%	
	Unemployed – not seeking work	2%	
	Not working – retired	34%	
	Not working – Caring for home/adult or child	10%	
	Not working – invalid/ disabled	8%	
	Student	2%	
	Other	1%	
Refused	1%		
Chief Income Earner	Yes	66%	
	No	33%	